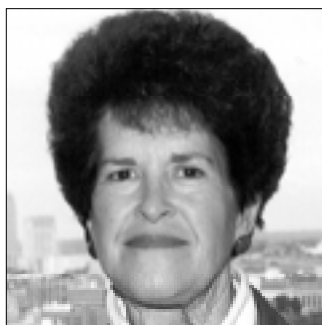


# Missouri State Rehabilitation Council

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## 2001 Annual Report

December 2001

Published by the Division of Vocational Rehabilitation  
Missouri Department of Elementary and Secondary Education  
3024 Dupont Circle, Jefferson City, MO 65109  
Web site: [www.vr.dese.state.mo.us](http://www.vr.dese.state.mo.us)

*The Division of Vocational Rehabilitation, a division of the Missouri Department of Elementary and Secondary Education, does not discriminate on the basis of race, color, national origin, gender or disability in its programs or employment practices. Anyone who requires auxiliary aids or services in connection with vocational rehabilitation services should contact the Division of Vocational Rehabilitation at 573-751-3251 or through Missouri Relay at 1-800-735-2966 TTY or 1-800-735-2455 VOICE.*

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# Mission Statement

(Adopted Nov. 4, 1999)



## Missouri State Rehabilitation Council

### Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally, and provides opportunities so that all people are able to meet their needs, fulfill their dreams and participate in society.

### Our Mission

To assure that persons with disabilities have opportunities to be as productive as possible by advising the Division of Vocational Rehabilitation that services provided to persons with disabilities are:

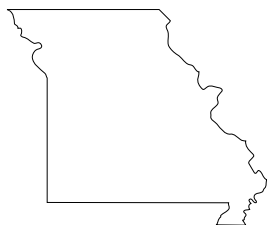
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

### Our Responsibilities

To work in partnership with the Division of Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies, and practices affecting services to persons with disabilities;
- identifying strategies to address the needs of people who are not being served or who are being underserved;
- obtaining and interpreting consumer input;
- identifying corrective action consistent with that input; and
- advocating for adequate resources to assure that the rehabilitation needs of all Missourians are met.

To support the division in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act, and the Individuals with Disabilities Education Act.



# MISSOURI STATE REHABILITATION COUNCIL

3024 Dupont Circle ■ Jefferson City, Missouri 65109  
Phone: (573) 751-3251 ■ TTY: (573) 751-0881 ■ Facsimile: (573) 751-1441

**Scott Berning**  
Chairperson  
El Dorado Springs

**Diane Spieker**  
Vice chairperson  
Jefferson City

**Karen Benson**  
Mt. Vernon

**Ina Mae Brooks**  
Lamar

**Mary Louise Bussabarger**  
Columbia

**Betty Chandler**  
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**Tammy Honse Chute**  
Jefferson City

**Marcia Cline**  
St. Louis

**Shawn de Loyola**  
Jefferson City

**Melodie Friedebach**  
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**Janet Jacoby**  
Kansas City

**Roy E. Miller, Ph.D.**  
Jefferson City

**Jeather Smith**  
St. Louis

**Sarah Tilley**  
Springfield

**Ethel Jean Williams**  
Kansas City

**Ronald W. Vessell**  
Assistant Commissioner  
Ex-officio member  
Jefferson City

*For questions or comments about  
the council, contact:*

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December 31, 2001

The Honorable Bob Holden  
Governor of Missouri  
State Capitol  
Jefferson City, Mo. 65101

Dear Governor Holden:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the council's annual report for fiscal year 2001. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each of the council members have unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to the Division of Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

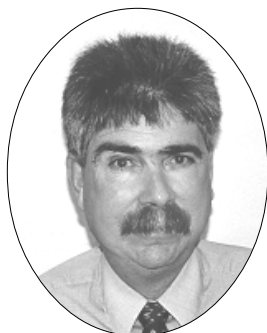
We have given our enthusiastic support to innovative programming to reach the underserved in the urban areas of Kansas City and St. Louis, to exploring additional methods of obtaining consumer satisfaction feedback, and to expanding in-service training.

It has been my great privilege to work with members of the council, as well as with division staff, all of whom are dedicated to providing our Missouri citizens with the opportunity to make meaningful choices in pursuing their dreams.

Sincerely,

Scott Berning  
Chairperson

# State Rehabilitation Council Members\*



**Scott L. Berning**  
El Dorado Springs  
Council Chairperson



**Diane J. Spieker**  
Jefferson City  
Council Vice Chairperson



**Ronald W. Vessell**  
Jefferson City  
Council Ex-Officio member  
MDVR's Assistant Commissioner



**Ina Mae Brooks**  
Lamar



**Mary L. Bussabarger**  
Columbia



**Betty Chandler**  
Carl Junction



**Shawn de Loyola**  
Jefferson City



**Marcia Cline**  
St. Louis



**Lee Henson**  
Columbia



**Janet L. Jacoby**  
Kansas City



**Melodie Friedebach**  
Jefferson City



**Tammy Honse Chute**  
Jefferson City



**Sarah Tilley**  
Springfield



**Roy E. Miller, Ph.D.**  
Jefferson City



**Jeather Smith**  
St. Louis

**\*Not Shown:**  
Karen Benson  
and Ethel  
Jean Williams

# Council's Purpose

The State Rehabilitation Council was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive, three-year terms. As required by the Act, the council is represented by the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- Vocational Rehabilitation Counselor
- Community Rehabilitation Program Service Providers
- Business, industry and labor
- Disability advocate groups
- Current or former applicants/recipients of vocational rehabilitation services
- Division of Special Education, the state agency responsible for the Individuals with Disabilities Act
- State Workforce Investment Board

The council is responsible for reviewing, analyzing and advising the Division of Vocational Rehabilitation regarding its performance on such issues as eligibility, services provided to consumers, and any other functions affecting people with disabilities.

During FY01, the council was actively involved in a significant number of activities with the division. Some of its accomplishments included:

- Providing recommendations to the division on policies and newly filed administrative rules.
- Collaborating with other councils and agencies, such as the State Independent Living Council, the Missouri Parent Act, the Department of Mental Health, Missouri Protection and Advocacy Services, the Division of Special Education, and the Governor's Council on Disability.
- Advocating for removing barriers and disincentives for persons participating in supported employment.
- Attending division public hearings to provide input on the state plan.
- Participating in the Council of State Administrators of Vocational Rehabilitation (CSAVR) National Meeting in Washington, D.C.
- Reviewing the division's state and strategic plans.
- Working with the division staff in preparing the 2001 annual report.
- Reviewing and revising the council's Mission Statement.
- Providing comments to the Rehabilitation Services Administration on proposed rules for vocational rehabilitation.
- Development of a new subcommittee to work on issues related to business outreach and participating in the Business Leadership Network.

# Mission Statement

## Missouri Department of Elementary and Secondary Education

### Division of Vocational Rehabilitation

*“Making a positive difference through education and service”*

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools, and citizens.

**We provide leadership and promote excellence. We**

- ★ champion high-quality services to persons with disabilities.
- ★ advocate equity and access for all persons.
- ★ develop all divisional staff and community service providers.
- ★ establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills, and citizenship.
- ★ evaluate program and policy effectiveness.
- ★ share best practices.
- ★ carry out our mission with economy and minimized paperwork burden.
- ★ assist persons with disabilities by providing individualized support and services.
- ★ create a caring workplace that fosters teamwork and personal and professional growth.

**We promise to greatly exceed customers' expectations. We**

- ★ listen to those we serve in order to improve our operations and adapt to changing needs.
- ★ forge partnerships to improve our services.
- ★ value each employee's contribution to achieving this mission.





**Missouri Department of Elementary and Secondary Education**

*— Making a positive difference through education and service —*

December 31, 2001

The Honorable Bob Holden  
Governor of Missouri  
State Capitol  
Jefferson City, Mo. 65101

Dear Governor Holden:

I would like to present the Missouri State Rehabilitation Council's 2001 Annual Report. As required by federal regulations, this report provides information on the Division of Vocational Rehabilitation's service-delivery system and highlights the division's major activities and accomplishments for the fiscal year 2001.

We are particularly proud of the results from our consumer satisfaction surveys. We remain top in the nation, among other vocational rehabilitation agencies, in fulfilling our consumers' needs and expectations. In the area of transition services, we are among only a few states in the nation who partner with local school districts to provide students with disabilities an opportunity to work in their community and earn high school credit through a cooperative work experience program. This past year, we had over 3,700 Missouri high school students and 350 individual schools participating in this program; approximately 700 of these students were able to obtain and maintain employment after graduation.

The council members take seriously their mission to serve Missouri citizens with physical and mental disabilities. They bring many years of experience and expertise, and it has been my privilege to work with them this past year. The guidance that they give to the division has been invaluable, and I believe a benefit to the more than 5,100 people who entered the workforce in FY01.

In closing, I along with the council offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in black ink, reading "Ronald W. Vessell".

Ronald W. Vessell  
Assistant Commissioner  
Missouri Division of Vocational Rehabilitation

# Historical Highlights of Vocational Rehabilitation

**1920 • Smith-Fess Act.** First civilian state-federal vocational rehabilitation act. Authorized for four years. *Goal:* Promoted vocational rehabilitation of people with disabilities who worked in industrial or any legitimate occupation so they could return to work. *Act provisions:* Money allotment to states based on population; matching federal to state dollars \$1 to \$1; state plan requirement; and available to all people of employment age who were incapacitated by a physical defect or infirmity and who might become employable through rehabilitation.

**1935 • Social Security Act.** Doubled appropriation for vocational rehabilitation agencies to nearly \$2 million. Established vocational rehabilitation as a permanent program.

**1943 • Barden-LaFollette Act (also known as VR Act of 1943).** Amended the Smith-Fess Act. Authorized payment for physical restoration (or to eliminate/reduce a disability); permitted services for people with mental illness; made new provisions for people who are blind; made funds available for the entire cost of state administration; included guidance and placement services; and changed allocation of federal funds from a population base to one of need, as determined by the states.

**1968 • Architectural Barriers Act.** Established accessibility standards for new construction or alterations to federal buildings.

**1973 • Rehabilitation Act Amendments.** *Main points:* severely disabled served first; client/counselor jointly develop client's rehabilitation plan; post-employment services; annual review of eligibility; greater accountability (standards); affirmative action; evaluation of primary purpose of program. *Section 502:* Architectural and Transportation Barriers Compliance Board. *Section 504:* "Nondiscrimination for handicapped."

**1978 • Rehabilitation Act Amendments.** Authorized and funded independent living programs and centers. Established the National Institute on Disability and Rehabilitation Research.

**1984 • Rehabilitation Act Amendments.** *Key points:* client can make appeals; Client Assistance Program established.

**1986 • Rehabilitation Act Amendments.** *Key point:* Supported employment programs now required in state plans.

**1990 • Americans with Disabilities Act.** Landmark federal anti-discrimination statute. Enacted to address barriers to people with disabilities not only in employment, but housing, public accommodations, education, transportation, communication, recreation, institutionalization, health, voting and access to public facilities.

**1992 • Rehabilitation Act Amendments.** *Key points:* Established eligibility to be determined within 60 days; existing information/client input sought; allowed formation of a council; emphasized client choice (where people with disabilities are active participants in their own rehabilitation programs, including making meaningful and informed choices).

**1998 • Final regulations of Rehabilitation Act Amendments of 1992.** *Key points:* Extended period from 60 days to 90 days in order for individuals to reach successful employment outcomes. Amended definition of competitive employment to include employment paying minimum wages, but not less than customary wages/benefits by the same employer to non-disabled workers performing similar functions. Strengthened the definition of an integrated setting to require actual interaction between people with disabilities who are receiving services and non-disabled workers. Required agencies to develop policies that ensure that each person receives information about the scope of services; and requires that each person's informed choice must be considered when writing the individual rehabilitation plan and vocational goal.

**August 1998 • Rehabilitation Act Amendments.** *Key points:* Extended authorization of the Act for five years. *Emphasis placed on:* expanding the exercise of informed choice by individuals with disabilities; streamlining administrative procedures (i.e. reducing state plan requirements, eliminating the strategic plan, renaming the Individualized Written Plan as the Individualized Plan for Employment); increasing high-quality employment outcomes; expanding due-process procedures to include mediation; linking VR programs to the State Workforce Investment Systems.

# Agency Overview

Prepared on behalf of the State Rehabilitation Council, this annual report provides a highlight of various programs and services of the Missouri Division of Vocational Rehabilitation during federal fiscal year 2001 (Oct. 1, 2000 to Sept. 30, 2001).

During FY01, Vocational Rehabilitation counselors worked with 31,153 eligible people in various categories (Figure 1). Overall, this number, which includes consumers who are eligible for services and still receiving services during this time, has increased during the last 10 years.

In FY01, 5,151 consumers had successful outcomes out of a total of 7,300 individuals leaving Vocational Rehabilitation (VR) services. Figures 2 (this page) and 3 (page 12) illustrate the number of successful outcomes and the percentages of success during the last five years.

## Five-year Trend of Eligible Consumers

### Consumers

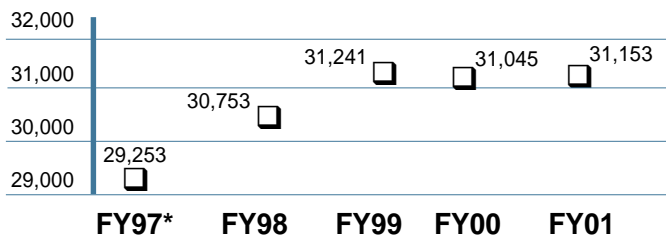


Figure 1

## Five-year Trend of Successful Employment Outcomes

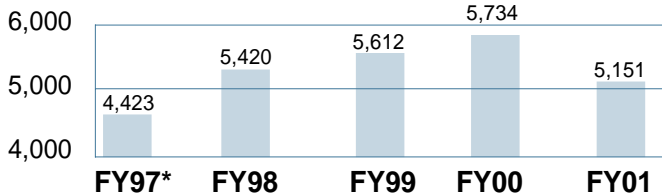


Figure 2

\* FY97 percentages reflect a change in federal regulations resulting in an 11-month year.



Michelle Hendricks, a former consumer appears with her former liaison counselor, Fred Potter. Ms. Hendricks works as a Web Site Coordinator.

Figure 3 (page 12) shows that more than 70 percent of consumers who received services with Vocational Rehabilitation were successfully employed. (This figure is a percentage of all eligible consumers leaving Vocational Rehabilitation who received services). Research has shown that about 70 percent of these consumers will still be employed one year later.

## Rate of Successful Employment Outcomes (five-year trend)

60%	68.5%	69.2%	70.7%	70.6%
<b>FY97*</b>	<b>FY98</b>	<b>FY99</b>	<b>FY00</b>	<b>FY01</b>

Figure 3

## Transition Services

Many activities occurred in the area of Transition Services during FY01. One major accomplishment centered around the development and approval of a statewide transition services assessment agreement between Vocational Rehabilitation and Community Rehabilitation Providers/Supported Employment Service Providers for the provision of comprehensive transition assessments for students with significant disabilities in the secondary school system. This agreement requires the development of individual Memorandums of Understanding (MOUs) between local school districts and rehabilitation providers in an effort to provide quality transition services. Currently, there are approximately 15 different rehabilitation providers who have developed Transition Assessment MOUs with over 33 school districts across the state. Transition Services also worked closely with the Division of Special Education in identifying and coordinating our data collection efforts so that we could improve our ability to measure/track graduation rates, drop-out rates, and employment success rates for those students with disabilities who have participated in and received VR Transition Services prior to graduation. In addition, the number of school districts that participate in the Cooperative Work Experience Program (COOP) increased from 328 in FY00 to 351 in FY01.

## State Funding Social Security Trust Fund

Support from the governor's office and state legislators meant sufficient funds were available to match federal funding in FY01. The division continues to seek Social Security Administration (SSA) reimbursements. These are payments by SSA to state

### SSA Trust Fund Reimbursements (five-year trend)

\$1,210,015	\$1,041,883	\$1,595,625	\$1,136,331	\$2,517,513
<b>FY97*</b>	<b>FY98</b>	<b>FY99</b>	<b>FY00</b>	<b>FY01</b>

Figure 4

vocational rehabilitation agencies for reimbursed costs of providing services to successfully rehabilitated SSA recipients. In Figure 4, as of September 30, 2001, the division received \$2,517,513.

## Consumer Satisfaction

Another priority for the division is consumer satisfaction with division staff and services. The council is responsible for administering a consumer satisfaction survey (pages 28-31). Division staff surveyed all eligible consumers whose cases were closed in FY01. Specific feedback from the satisfaction survey cards are shared with division management, supervisors, and counselors. This information is used as a tool for staff performance, as well as to improve services and evaluate training needs.

\* FY97 percentages reflect a change in federal regulations resulting in an 11-month year.

## Agency Overview (continued)

In FY01, the division surveyed 7,300 consumers who received and left vocational rehabilitation services. Eighteen percent of these individuals returned the survey. Of these individuals, 98 percent felt they were treated with respect and over 96 percent indicated a positive experience working with the division.

To supplement consumer feedback, the division contracted with a private company to conduct six informal focus groups in various regions of the state. These focus groups, which consisted of consumers, vendors, and referral sources, were formed in order to solicit information and recommendations for improvements. The feedback received was distributed to administration and to district supervisors to share with division staff. Action plans to address this feedback are underway. Because the focus group information proved to be valuable, plans for additional groups are being implemented.



Larry Torrence, a former consumer, is the Program Director/QMRP (Qualified Mental Retardation Professional) for Marion County Services for the Developmentally Disabled. He also serves on the division's Consumer Affairs Team.

A pilot project in the Rolla VR office has started measuring consumer satisfaction immediately after the initial plan period. As mentioned above, the division measures a consumer's level of satisfaction after they leave VR services. This pilot will give the division an idea of a consumer's satisfaction at the time of service delivery.

The division also developed and distributed to every office a new promotional brochure to be used with employers and business leaders. The brochure explains "What is VR?" It provides information on the types of assistance employers can expect from VR, and the brochure offers positive quotes from employers who have worked with VR to employ people with disabilities.

## Division Teams

The division continues to enlist the aid of teams consisting of agency staff, providers and consumers to develop recommendations for several strategic plan issues. The following teams meet on a quarterly basis: Capacity Building, Case Services, Community Rehabilitation Providers/Vocational Rehabilitation, Consumer Affairs, Technology Services, Transition, and Underserved Populations. As a result, a number of recommendations have been implemented to improve services for people with disabilities. Another team, Work Incentives, was appointed to review the new Social Security "Ticket to Work" and Work Incentives Act of 1999. This team provides strategies to the division on serving, more effectively, recipients who receive Social Security benefits.

# Interagency Cooperation

## Workforce Development

In Missouri, the late Gov. Mel Carnahan created the Division of Workforce Development under the Department of Economic Development. Workforce Development ensures that the provisions of the Workforce Investment Act of 1998 (WIA) are carried out by Workforce Development Centers across the state. In July 1999, the Division of Employment Security joined the Division of Workforce Development. In September 1999, the governor designated the Missouri Training and Employment Council (MTEC) as the state board that oversees Workforce Development.

There are 14 workforce regions in Missouri. Funds are allocated by formula and eligible training providers have been certified. Under WIA, there are 19 required partners that are working together to provide One-Stop Career Centers (referred to as Career Centers in Missouri) with universal access that is streamlined for all citizens wanting assistance with gaining employment. Vocational Rehabilitation is a major partner, and as such, they are involved in the development of a workable system to serve all Missouri citizens. They are working for integrated services through an Integration Team of partners. Primary concerns are developing a statewide data system accessible by all partners and the shared location of agency offices within 14 regions. In addition, committees of representatives from partner agencies have joined forces to develop a system that will provide immediate and valuable services to citizens. The committees are addressing issues, such as systemwide performance measures, short-term training certificates, marketing, and equal access (architectural and program) within the Career Centers. They are moving forward in all areas.

In February 1999, the division assigned a full-time supervisor to work with partner agencies to ensure that all federal regulations pertaining to Title IV of the Workforce Investment Act of 1998 are followed. The VR Supervisor of Workforce Development continues to visit Career Centers and VR offices throughout the state. The supervisor is also involved in the partner committee meetings addressing the systemwide issues previously mentioned. Vocational Rehabilitation, through this continuous involvement with other agencies, is ensuring our consumers are served through access to this universal system.

## One-Stop Partnerships

Locally, counselors still provide the core services for consumers with disabilities. Because of the differences in geographical locations, Vocational Rehabilitation is represented in many different ways. There are centers where counselors visit three to four days a week. Other centers are in complexes with the VR office located within the complex. This allows consumers convenient access to a variety of services. Some Career Centers are not accessible either physically or in the provision of programs and services. As a result, VR counselors will either go to a different location or meet consumers at the local VR office. Vocational Rehabilitation counselors travel to approximately 2,000 locations statewide to provide services to consumers.

Vocational Rehabilitation has established a state ad hoc committee on accessibility that provided each center with data on assistive technology for the blind, visually impaired and hearing impaired. The committee was formed at the request of MTEC in order to assure all facilities, services, and programs become accessible. Recommendations have been given to each center and sent to MTEC. As a result of these visits, the centers are being equipped with speech synthesizers, Braille materials, computers with large monitors and adaptive



## Interagency Cooperation (continued)

keyboards, and telecommunication devices. In addition, VR provides ongoing cross-training and technical assistance to Career Centers' staff members on accommodations in the workplace.

### Centers For Independent Living

Vocational Rehabilitation continues to work with the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs) to provide direct services to people with disabilities.

Vocational Rehabilitation also has worked cooperatively with SILC to develop a three-year state plan. This plan details objectives and tasks to be accomplished in the delivery of independent living services statewide for the years 2002-2004.

SILC, the Division of Vocational Rehabilitation, and Rehabilitation Services for the Blind have initiated a yearly training conference on various aspects of independent living services and CIL management. This year's conference was held April 2001 in Columbia. SILC and the Missouri Assistive Technology Project cosponsored the statewide "Power Up" conference. Participants included CIL executive directors, board members and staff, VR staff and counselors, and Community Rehabilitation Providers and staff. SILC also held their quarterly meetings in Jefferson City.



Governor Holden signs the Ticket-to-Work bill into law on July 6, 2001. Present for the signing (left to right) are Senator Betty Sims, Representative Lana Ladd Baker, and Richard Snell of Columbia. Through this legislation, consumers with significant disabilities can hire personal care attendants with greater ease.

### Personal Assistance Services (PAS) Programs

Vocational Rehabilitation operates three consumer-directed Personal Assistance Services programs for consumers who require personal care services. The three programs are Non-Medicaid Eligible, Medicaid State Plan, and Independent Living Waiver. These statewide programs are administered locally by 21 Centers for Independent Living.

The Non-Medicaid Eligible (NME) program began in 1985. This program enables consumers with physical disabilities, who are "employed or ready for employment," to maintain or seek employment by utilizing personal care services. The program is funded through general revenue appropriated by the state legislature. This program served as the model for the development of the Medicaid State Plan (MSP) and the Independent Living Waiver (ILW) programs.

The Medicaid State Plan (MSP) program began in 1993. This program targets the Medicaid-eligible population with physical disabilities. Eligible consumers may access personal care services up to a monthly maximum of \$2,391. The MSP program is funded through a combination of federal and state funds.

## Interagency Cooperation (continued)

The Independent Living Waiver (ILW) program started on January 1, 2000. This program targets consumers eligible for Medicaid who have physical or cognitive disabilities and who require either personal care services above the MSP maximum of \$2,391, specialized medical equipment and supplies, environmental accessibility adaptations, or case management.

<b>Personal Assistance Services (PAS) Program Statistics</b> (September 30, 2001)			
	<b>NME Program</b>	<b>MSP Program</b>	<b>IL Waiver Program</b>
<b>Number of Consumers</b>	<b>197</b>	<b>2,136</b>	<b>493</b>

*Since December, 1999, 60 PAS consumers have left nursing homes.*



# Transition Services

The Missouri Division of Vocational Rehabilitation continues to place a high priority on improving and expanding transition services for students with disabilities. During FY01, the division coordinated staff-development activities and developed transition-related resources as follows:

- The Transition Team, which is composed of division staff and special education personnel, met quarterly to develop four main goals outlined by the assistant commissioner:
  - Develop strategies to increase the overall success rates for students with disabilities participating in the cooperative school-to-work programs.
  - Develop strategies to increase overall participation of students with disabilities in the cooperative school-to-work programs.
  - Develop methods to measure student participation in all transition services.
  - Develop strategies for decreasing the dropout rate for students with disabilities in Missouri's high schools.
- The Transition Team developed and finalized the content for a “best practice” guide for VR counselors working with students with disabilities in the secondary school system. This information was compiled along with numerous resources into a notebook and disseminated at a statewide VR Transition Counselor Training in Columbia on February 28, March 1 and 2, 2001.
- In April 2001, five regional training meetings were conducted across the state regarding the new transition assessment agreement between Community Rehabilitation Program providers, Supported Employment Service Providers (CRP/SESP), and Vocational Rehabilitation, which had been reviewed and approved by the Transition Team. The new agreement outlines a process for providing integrated, comprehensive, employment-oriented assessments at participating CRPs/SESPs for students with the most significant disabilities in the secondary school system. One of the requirements outlined in the agreement includes the development of Memorandums of Understanding (MOUs) between providers and participating school districts. Regional CRP directors and Field Operations staff jointly reviewed and discussed procedures for developing and approving the MOUs and a new outcome-based fee for transition assessment services was established.
- During the summer and early fall of 2001, the Transition Team focused on identifying ways to collect data and measure/track outcomes for the team's charges. The team met with representatives from the Division of Special Education and the Division of Vocational Rehabilitation to identify and coordinate data collection efforts on students with disabilities. Some of the new Rehabilitation Services Administration (RSA) 911 reporting requirements at both case opening and case closure have also provided the team



Arteria Robinson is a former student in the Retail Trades training program at MERS-Goodwill in St. Louis. Her instructor was Katrina Walton.

## Transition Services (continued)

with an opportunity to look at new ways of measuring/tracking success rates, student participation in VR services, and high school dropout rates.

- During FY01, the Transition Team distributed the transition video entitled “Transition Services: Making a Positive Difference,” which targets students with disabilities and their families, schools, and other professionals. This project was also a partnership funded by Vocational Rehabilitation, the Missouri Transition Alliance Partnership (MOTAP) Project and Rehabilitation Services for the Blind.

Also during FY01, the Transition Team provided VR district offices with a set of strategies for utilizing the transition video and a transition services marketing packet entitled “VR Transition Services: Making a Positive Difference for Students with Disabilities.” The packet allows Vocational Rehabilitation counselors to share consistent, up-to-date information with students, parents, teachers, and other professionals across the state regarding VR services for students with disabilities. The packet includes a PowerPoint presentation, overhead transparencies, brochures, a copy of the Cooperative Work Experience Program (COOP) Agreement, and the transition video.

In addition to these activities, the division is proud to announce an increase in the number of schools that participate in the COOP program. The number of schools increased from 328 in FY00 to 351 in FY01. And, the number of students with disabilities participating in these COOP programs continues to rise.

## Integrated Community Rehabilitation Programs

The division continues to provide greater access to community rehabilitation services throughout Missouri. To assist in this goal, the division appointed a team comprised of agency staff, as well as executives from the Community Rehabilitation Programs (CRPs), to work on the following issues:

- To formulate and recommend strategies for strengthening continued partnering between VR and CRPs at the local level.
- To formulate and recommend strategies for improving retention, thereby reducing the number of status 28 and 30 closures.
- To formulate and recommend outcome-based funding strategies.
- To continue streamlining reporting requirements of pertinent information in a concise format for future electronic transmission of data.

The division continues to fund approximately 5,771 consumers in CRPs with a variety of services. The average daily attendance at the CRPs during FY01 was 606 people. It should be noted that the division always purchases services from local, nationally accredited, non-profit CRPs and has never owned or operated any of the programs.

Greater access to community-based services also continues to be a division priority. As a result of this focus, all new programs initiated by CRPs emphasize community integration.

A complete listing of all division-approved CRPs can be found on pages 42-44.

# Improved Availability for Supported Employment

The division provides supported employment services to a diverse population of consumers, as indicated by Figures 5-7 (pages 19-20). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities.

Figure 8 (page 20) provides the total number of Supported Employment Service Providers (SESP). The chart on page 50 shows the expansion of coverage statewide for consumers who require SESP services. With expansion comes choice for consumers.

## Mental Illness Focus

An area of emphasis for the division continues to be increasing supported employment services for persons with mental illness. The division is now in the final year of providing 14 supported employment establishment grants to develop services for persons with significant and persistent mental illness. During the past three years, there has been a significant increase from 18 to 27 percent in the number of those served with mental illness.

## Other Supported Employment Statistics

The division places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 9 (page 20) shows the average costs of services, hourly wages, and other statistics for supported employment. Costs of job coaching services continue to decline from \$4,691 per consumer in FY00 to \$4,155.34 in FY01.

## Consumer Satisfaction

As noted on the chart on page 30 of this report, 98 percent of consumers who participated in supported employment and who responded to the satisfaction survey felt that the division treated them with respect. Ninety-six percent had a good experience working with division staff.

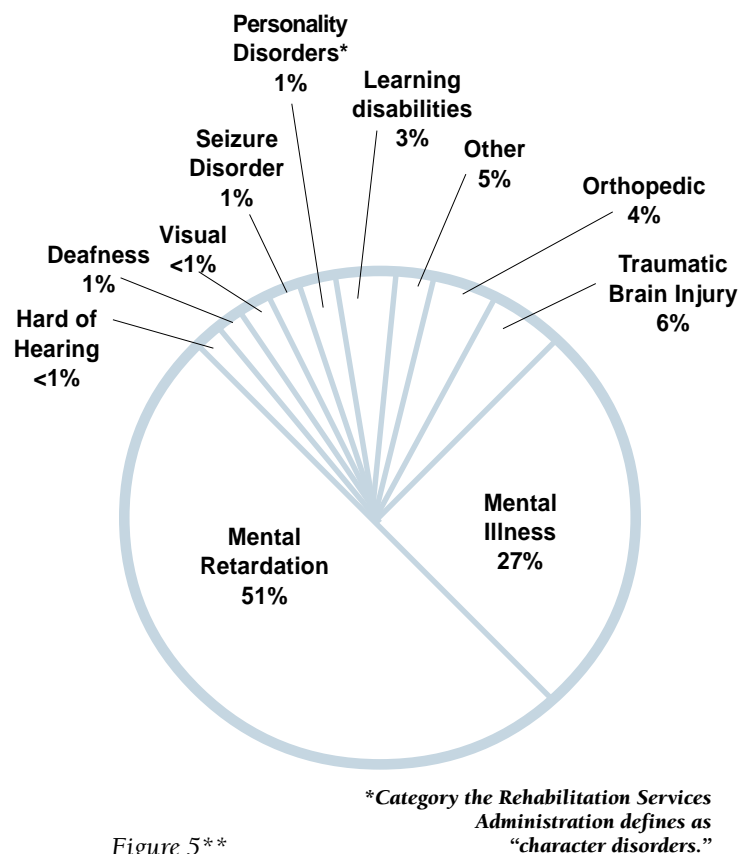


Figure 5\*\*

\*\*Percentages based on a sample size of 1,137.

## Improved Availability for Supported Employment (continued)

### Supported Employment Race and Gender of those Served

**Race**

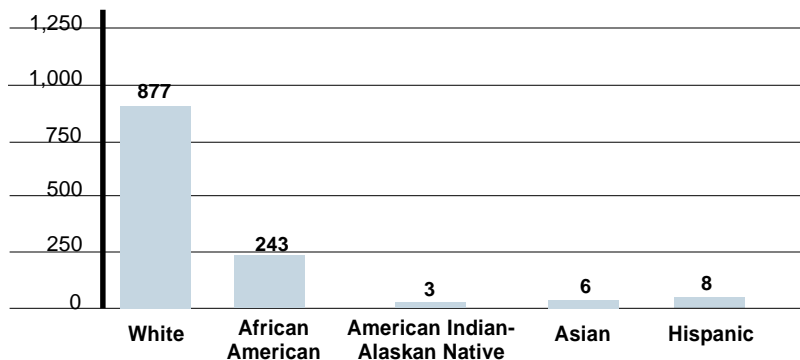


Figure 6\*\*

**Gender**

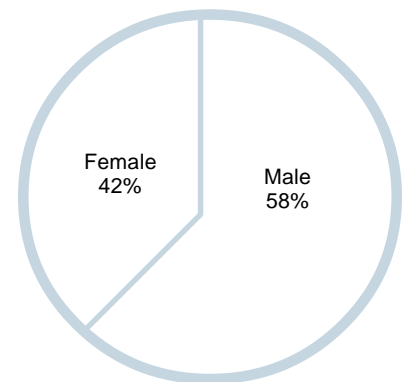


Figure 7\*\*

### Other Supported Employment Statistics

#### SESPs Total Providers from FY97 - FY01

Fiscal Year	# of SE Providers
FY97	90
FY98	91
FY99	91
FY00	88
<b>FY01</b>	<b>86</b>

Figure 8\*\*

#### Supported Employment: Competitively Employed Statistics FY01

Average cost of job coaching services . . . . .	\$4,155.34
Average hourly wage . . . . .	\$6.17
Average hours per week worked . . . . .	23

Figure 9\*\*

**\*\*Percentages based on a sample size of 1,137.**

# Innovation and Expansion Grants

The Division of Vocational Rehabilitation is developing ways to improve its method of delivering services. One strategy to improve delivering services has been to provide innovation and expansion grants to three approved Community Rehabilitation Programs (CRP) that provide Comprehensive Rehabilitation Services (CRS). The grants are effective from April 1, 2000 through March 31, 2002. Grant recipients are Advent Enterprises Inc., Lakes Country Rehabilitation Center, and Metropolitan Employment and Rehabilitation Service (MERS). The goal in providing the grants is to build a more effective partnership with the CRPs, One-Stop Career Centers, and the Temporary Assistance for Needy Families (TANF) program.

Currently, all three grant projects have offices located in their local One-Stop Career Centers and can meet with consumers on their first visit. For the grant period of April 1, 2001 to September 30, 2001, a total of 836 consumers were referred to the three projects. Of those referred, 425 were from the Division of Workforce Development, 271 from the Division of Family Services, and 140 from other agencies and community organizations. The three projects have referred 75 percent of those consumers to local Vocational Rehabilitation offices for intake interviews and eligibility determination. Each project's staff is assisting with gathering the required medical and psychological documentation to reduce the time in the determination process. VR counselors have restructured referral schedules to achieve a zero wait for intake interviews and to expedite time to services. As a result of these grants, partnering activities at the One-Stop Career Centers have increased other agencies' understanding of Vocational Rehabilitation and the services available to eligible consumers seeking employment. Vocational Rehabilitation consumers that are grant participants have greater knowledge of and access to other community resources to make informed choices. With the framework for partnerships firmly established, the focus of the grants will be on improved job retention and enhanced employment outcomes.

The division has always sought to improve delivering its services. However, it has become a major focus in light of recent changes during the past decade: The Rehabilitation Amendments of 1998, which emphasize increased consumer decision making and participation through informed choice; the Workforce Investment Act of 1998, which places a strong emphasis on linking employment and training services into One-Stop Career Centers; and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Temporary Assistance for Needy Families).

Innovation and Expansion Grant Totals		
	4/1/00 - 3/31/01	4/1/01 - 3/31/02
Advent Enterprises Inc.	\$110,225.70	\$106,055.76
Lakes Country Rehabilitation Center	\$ 91,318.00	\$ 87,629.78
MERS	\$ 96,885.94	\$ 97,925.00
<b>Total</b>	<b>\$298,429.64</b>	<b>\$291,610.54</b>

# Technology Services

During fiscal year 2001, Vocational Rehabilitation converted all open cases to the Missouri Rehabilitation Information System (MoRIS), which is the new VR case management system. By the end of September, all casework was being performed in this system. Over the next year, VR will enhance MoRIS to improve the delivery of VR services and overall workflow. In addition to the conversion of all open cases to MoRIS, closed case files were scanned and made available to VR staff on-line. Previously, the case files were retained for five years in either Central Office or the State Record Center. A district office had to request a closed case and wait for the physical file to be mailed. Now a district office can access closed case information by computer, eliminating the chance of lost files and providing tremendous time savings.

During FY02, VR will continue to work towards their goal of an “extended office” by replicating the MoRIS system for counselors’ laptop computers. This replication process will allow counselors to work in remote locations away from the office, thereby bringing service to our consumers.

The agency Web site ([www.vr.dese.state.mo.us](http://www.vr.dese.state.mo.us)) has been converted over to Lotus Notes which is the same developmental environment in which MoRIS was developed. This conversion provides the basic infrastructure for further development of MoRIS, so that VR can interact with consumers, vendors, or other government entities over the Internet.

## Assistive Technology

In FY01, the division provided a variety of assistive technology services, devices, and equipment to 1,492 individuals for a total cost of \$2,574,390.

Assistive devices are purchased by the division to assist consumers with increasing, maintaining, or improving functional capabilities. These may be commercially purchased or modified/customized by a specialist in technology. The devices may be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of assistive devices the division purchased include: prosthetic and orthotic equipment, hearing aids, eyeglasses, wheelchairs and other powered-mobility equipment, walkers, braces, crutches, computer equipment (e.g. adaptive keyboards, voice-activated controls and specialized software), vehicle modifications, and home modifications.

Assistive technology services include: evaluation design, customization, adaptation, maintenance, repair, therapy, training, or technical training that assists an individual with a disability in the use of an assistive technology device.



Aimee Wehmeier, a former consumer, is employed with State Farm as a Claim Services Support Supervisor.

## Assistive Technology (continued)

The Telecommunication Access Program, formerly known as Adaptive Telephone Equipment Program, that was implemented by the Missouri General Assembly has become an excellent resource for division counselors. This program provides the adaptive telephone devices for persons who are unable to use traditional telephones. The program has saved the division significant costs of purchasing these services. The program primarily serves persons who are deaf or hard of hearing, but has been expanded to include persons with visual and cognitive impairments.

Within the seven regions of Missouri, the division has counselors who specialize in information technology. These specialists serve as consultants for other division staff and consumers regarding:

- the Americans with Disabilities Act and assistive technology.
- the availability of assistive technology services for students in secondary education programs.
- the availability of services/vendors in particular regions.
- the Missouri Assistive Technology Project and the regional demonstration centers funded by the project. Current regional demonstration centers are located in the Centers for Independent Living (CILs)\* in Cape Girardeau, Springfield, Columbia, Kansas City, and Kirksville.

In April 2001, the Missouri Assistive Technology Project cohosted the statewide “Power Up” conference that was open to providers, consumers, and division staff. All of the division’s technology information specialists attended, as well as a number of providers and exhibitors. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment.

\* See page 41 for CIL listings.



Brian Fleischmann, former consumer, now works for the Missouri Department of Agriculture as a Market Reporter and a Certifier for the USDA. He also continues to work part-time on his farm.



# Underserved Populations and Workplace Diversity

One of the top priorities for the council and the division continues to be reducing the overall number of people who do not complete the VR program and reducing the unsuccessful outcomes for traditionally underserved populations (i.e., primarily African American and Hispanic consumers). Figure 10 (page 25) reflects the closure percentages for the past three years. This chart illustrates that African American consumers continue to represent disproportionately higher rates of outcomes that are not successful. The division remains committed to improving employment outcomes and reducing the dropout rate of consumers from underserved populations.

For example, the division is continuing a pilot project that is designed to retain consumers at risk of leaving Vocational Rehabilitation services. Retention counselors will work with these consumers to remove barriers to services and employment. The one-year project began January 2001.

## Underserved Populations Team

To work on this issue, the assistant commissioner appointed a diverse group of staff and consumers to serve on the Underserved Populations Team. This team has worked to develop strategies for:

- increasing the numbers of underserved populations using VR services;
- reducing the disproportionate numbers of underserved populations dropping out of VR services;
- improving the rate and quality of employment outcomes for underserved populations;
- analyzing and recommending ways to improve staff recruitment, hiring, training, and retention of culturally diverse consumers/employees; and
- distributing information to underserved populations to have a positive effect on the above charges.



Members of the Underserved Populations Team met Oct. 22-24, 2001, Osage Beach, for their Annual Team Retreat. Pictured above, *left to right*, are Dorothy Houston, VR Counselor; Tonya Fambro, Assistant Director of the PAS Program; Jeather Smith, District Supervisor of VR; Don Pearson, VR Counselor; and seated in the forefront is Douglas Murray, VR Consumer.



Douglas Murray is currently attending Maplewood Community College, through VR services, where he is completing the coursework for his certification in Computer Support Technology. Mr. Murray also serves on the division's Underserved Populations Team.

This team meets four times per year to develop strategies to reduce the dropout percentages and unsuccessful outcomes.



## Underserved Populations and Workplace Diversity (continued)

Status and Closures by Race (FY01 compared to FY99 and FY00)									
Status	Caucasian			African American			Other		
Services through closure	81%	81%	82%*	17%	17%	16%*	2%	2%	2%*
Closed after eligibility, before services	75%	77%	76%	24%	22%	23%	1%	1%	1%
Closed unsuccessful, after services	80%	83%	80%	20%	16%	18%	0%	1%	1%
Successful rehabilitants	86%	85%	86%	13%	14%	12%	1%	1%	1%
	FY99	FY00	FY01	FY99	FY00	FY01	FY99	FY00	FY01

\*Percentages based on a sample size of 22,222.

Figure 10

Employee Diversity FY01	
<b>Employees with Disabilities</b>	
Counselors	12%
District and Assistant Supervisors	10%
Administrators	15%
Total professional staff	10%
Support staff	4%
<b>Minority Employees</b>	
Counselors	13%
African Americans	10%
Other	4%
District and Assistant Supervisors	13%
Administrators	4%
Total professional staff	11%
Support staff	16%
African Americans	15%
Other	1%
<b>Employees by Gender</b>	
Counselors	
Male	29%
Female	71%
District and Assistant Supervisors	
Male	58%
Female	42%
Administrators	
Male	59%
Female	41%
Total professional staff	
Male	35%
Female	65%
Support staff	
Male	6%
Female	94%

Figure 11

## Underserved Populations and Workplace Diversity (continued)

### Diversity in the workplace

The division continues to work hard to recruit, hire, and maintain a diverse workforce. Figure 11 (page 25) shows the specific categories of division employees as of September 30, 2001.

The division has an extensive plan to recruit individuals with culturally diverse backgrounds. All job openings are listed with the division and “Missouri Works” web pages, and nearly all vacancies are advertised in local newspapers, as well as traditional African American and Hispanic newspapers. All division counselor vacancy notices are now sent to various Historically Black Colleges and Universities (HBCU’s), such as Lincoln University-Jefferson City, Mo.; Southern University-Baton Rouge, La.; Fort Valley State College-Fort Valley, Ga.; and Mississippi State-Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. The division continues to participate in recruitment activities, career fairs, and various community activities.

The division also strives to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by the division. At the time of this report, approximately 12 percent of the counselor positions are held by persons with disabilities.

### Consumer Satisfaction

The division’s consumer satisfaction survey (page 30) illustrates that 96 percent of African American consumers felt that they were treated with respect. Other results showed that 93 percent of the African Americans responding to the survey said that the division helped them obtain employment, and 96 percent felt they had a good experience with the division.



VR continues to participate in community outreach programs such as the Juneteenth Celebration, pictured left. The event was held June 16, 2001, at the Jefferson City Community Center.

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# Consumer Satisfaction

The council's Program Evaluation Committee surveyed and monitored consumer satisfaction during FY01. A prepaid-postage card with a quick, eight question survey was sent to all eligible consumers immediately after their cases were closed. At the time of this report, the return response rate for consumers who received services was 18 percent. (See the chart on page 30) The return response rate for eligible consumers who did not receive services was 4.5 percent. (See the chart on page 31)

Survey results continue to be positive. For example, of the consumers surveyed who received services, 98 percent felt that they were treated with respect and 96 percent indicated that they had a positive experience with VR. All of the results are categorized in groups, such as statewide totals, disabilities, gender, race, etc. Separate survey results are listed for those who received services and for those who did not receive services and dropped from VR services.

## Survey Card • Sample 1

(completed by consumers who received services and exited the system successfully in employment or unsuccessfully)

Please mark X in the box that you think is appropriate for each statement below. Thank you for taking time to fill out and return this survey.

Survey Number:	Check if completed by family member. <input type="checkbox"/>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
1. The VR staff treated me with respect and courtesy.					
2. Overall, my VR services were provided in a timely manner.					
3. My counselor helped me to understand my disability and how it might affect my future work.					
4. I was involved in making choices about my goals and services.					
5. My experience with VR was good and I would recommend it to others.					
6. VR policies were fair.					
7. VR services have helped or will help me get a job.					
8. (Optional) How could VR have served me better?					

5. My experience with VR was good and I would recommend it to others.

6. VR policies were fair.

7. I'm not using VR services because:\*

8. (Optional) How could VR have served me better?

\*The only question that differs from the "Sample 1" survey postcard.

## Survey Card • Sample 2

(completed by consumers who were eligible but were closed before receiving services)

## Consumer Satisfaction (continued)

In addition to the consumer survey card, the division gathers input from consumers through three other questionnaire cards. Fashioned after the original consumer survey postcards (Samples 1 and 2, shown on page 28), these cards reach out to consumers involved with Centers for Independent Living\* (CIL), Personal Assistance Services (PAS), and Division Impartial Hearings. The results from the CIL and PAS surveys (cards not shown) confirm the level of consumer satisfaction with the centers and personal care attendant services available through the centers. The return response rate for CIL's surveys was 22 percent. More than 90 percent of consumers would recommend their center to friends or family in need of services. In keeping with CIL's high level of consumer satisfaction, PAS rated above 90 percent for consumer satisfaction. They received an impressive 67 percent response rate to their survey. The Impartial Hearing postcard (Sample 3, shown below) is sent to consumers who have participated in an appeal (impartial hearing) regarding rehabilitation services. This particular card evaluates how fairly consumers felt they were treated by the hearing process and the Impartial Hearing Officer.

### Survey Card • Sample 3

(filled out by consumers who participated in an impartial hearing)

Please mark X in the box that you think is appropriate for each statement below. Thank you for taking time to fill out and return this survey.

Survey Number:	Check if completed by family member. <input type="checkbox"/>	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree
1. The Impartial Hearing Officer treated me with respect and courtesy.					
2. The Impartial Hearing Officer allowed me the opportunity to discuss my situation.					
3. As needed, other people were allowed to present on my behalf.					
4. As needed, alternative modes of communication were provided (i.e. sign interpreter, Braille, large print).					
5. A decision was reached and you were notified in a timely manner.					
6. The hearing was conducted in a fair and impartial manner.					
7. How could the Impartial Hearing Officer have served you better?					

\*See page 41 for more information about Centers for Independent Living.

## Consumer Satisfaction (continued)

### Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY01)

\*Indicates total responses for status 26 and 28 closures.

	Treated me with respect		Received timely services		Helped understand disability		Involved in choices		Experience was good		VR policies fair		Helped me get a job	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	98%	2%	96%	4%	92%	8%	96%	4%	96%	4%	94%	6%	93%	7%
Persons with significant disabilities*	98%	2%	97%	3%	92%	8%	97%	3%	97%	3%	95%	5%	93%	7%
Successful employment outcomes (Status 26)	99%	1%	98%	2%	95%	5%	98%	2%	98%	2%	97%	3%	95%	5%
Unsuccessful closures after services (Status 28)	95%	5%	91%	9%	83%	17%	93%	7%	92%	8%	87%	13%	83%	17%
African Americans*	96%	4%	96%	4%	91%	9%	96%	4%	96%	4%	95%	5%	93%	7%
Males*	98%	2%	96%	4%	94%	6%	97%	3%	97%	3%	95%	5%	94%	6%
Females*	98%	2%	98%	2%	92%	8%	97%	3%	97%	3%	96%	4%	92%	8%
Supported employment employees*	98%	2%	96%	4%	93%	7%	96%	4%	96%	4%	93%	7%	95%	5%
Persons with mental retardation*	99%	1%	97%	3%	93%	7%	93%	7%	97%	3%	96%	4%	96%	4%
Persons with mental illness*	98%	2%	98%	2%	87%	13%	96%	4%	97%	3%	96%	4%	89%	11%
Persons with deafness/hearing impairment*	96%	4%	95%	5%	94%	6%	94%	6%	96%	4%	92%	8%	91%	9%
Persons with traumatic brain injury*	98%	2%	91%	9%	89%	11%	93%	7%	91%	9%	86%	14%	85%	15%
Persons with alcohol/drug dependency*	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Persons with specific learning disabilities*	98%	2%	100%	0%	92%	8%	100%	0%	98%	2%	94%	6%	93%	7%
Persons with orthopedic impairments*	98%	2%	97%	3%	94%	6%	98%	2%	97%	3%	96%	4%	95%	5%

## Consumer Satisfaction (continued)

### Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY01)

	Treated me with respect		Received timely services		Helped understand disability		Involved in choices		Experience was good		VR policies fair	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of status 30 responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	95%	5%	88%	12%	83%	17%	88%	12%	87%	13%	86%	14%
Persons with significant disabilities	95%	5%	87%	13%	83%	17%	86%	14%	85%	15%	86%	14%
African Americans	90%	10%	83%	17%	76%	24%	87%	13%	83%	17%	82%	18%
Males	96%	4%	84%	16%	85%	15%	88%	12%	85%	15%	84%	16%
Females	95%	5%	91%	9%	81%	19%	88%	12%	89%	11%	88%	12%
Supported employment employees	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Persons with mental retardation	95%	5%	86%	14%	80%	20%	86%	14%	81%	19%	74%	26%
Persons with mental illness	98%	2%	96%	4%	86%	14%	95%	5%	91%	9%	95%	5%
Persons with deafness/hearing impairment	60%	40%	60%	40%	75%	25%	60%	40%	80%	20%	100%	0%
Persons with traumatic brain injury	88%	12%	75%	25%	86%	14%	86%	14%	88%	12%	75%	25%
Persons with alcohol/drug dependency	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Persons with specific learning disabilities	100%	0%	100%	0%	86%	14%	86%	14%	86%	14%	67%	33%
Persons with orthopedic impairments	95%	5%	80%	20%	81%	19%	82%	18%	81%	19%	81%	19%

# Disability Categories of Eligible Consumers

(comparison of FY00 and FY01 consumers, including those currently being served)

 FY 00

 FY 01

## Types of Disability

Mental Retardation  5,574  5,257

Mental Illness  6,738  6,940

Hard of Hearing  708  659

Deaf  854  802

Specific Learning Disabilities  2,518  2,559



Visual  316  285



Number of Consumers

## Types of Disability

Orthopedic Impairments  7,054  7,251

Seizure Disorders  374  333

Personality Disorders  412  431

Traumatic Brain Injuries  1,166  1,106

Drug/Alcohol Dependencies  1,760  1,758

All Others  3,571  3,772



Number of Consumers

■ Category the Rehabilitation Services Administration defines as "character disorders."



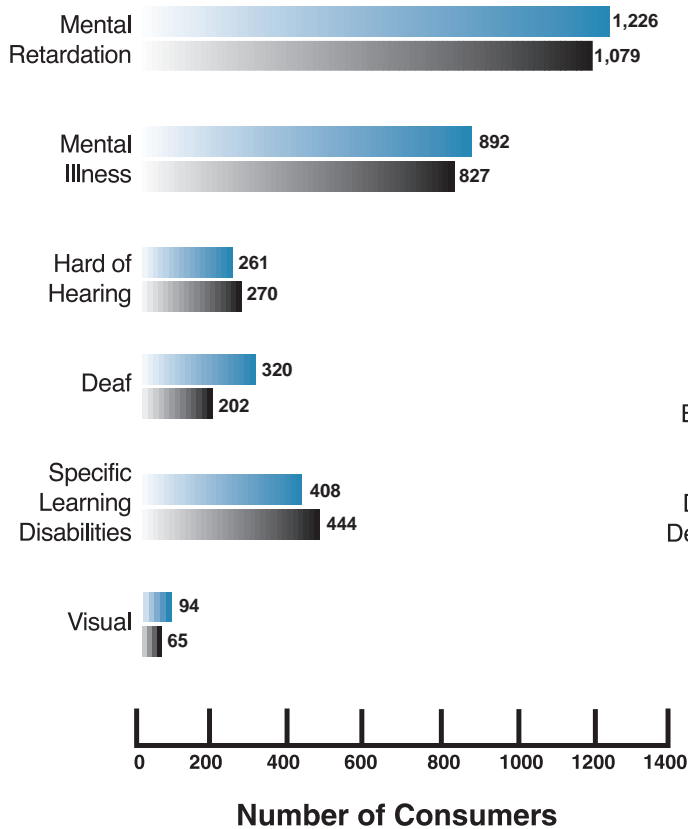
# Disability Categories of Consumers with Successful Employment Outcomes

(comparison of FY00 and FY01 consumers)

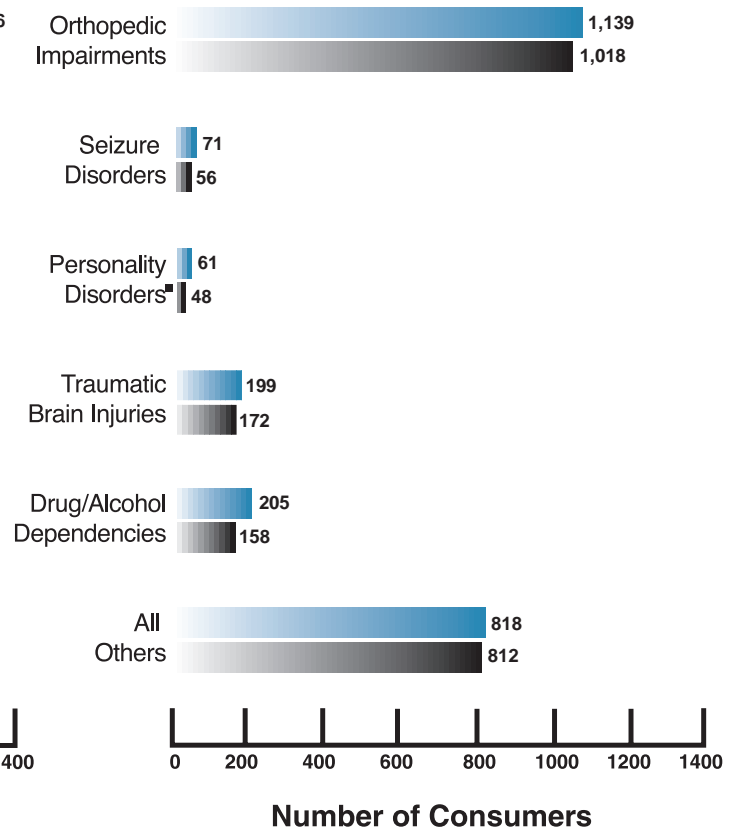
FY 00

FY 01

## Types of Disability



## Types of Disability



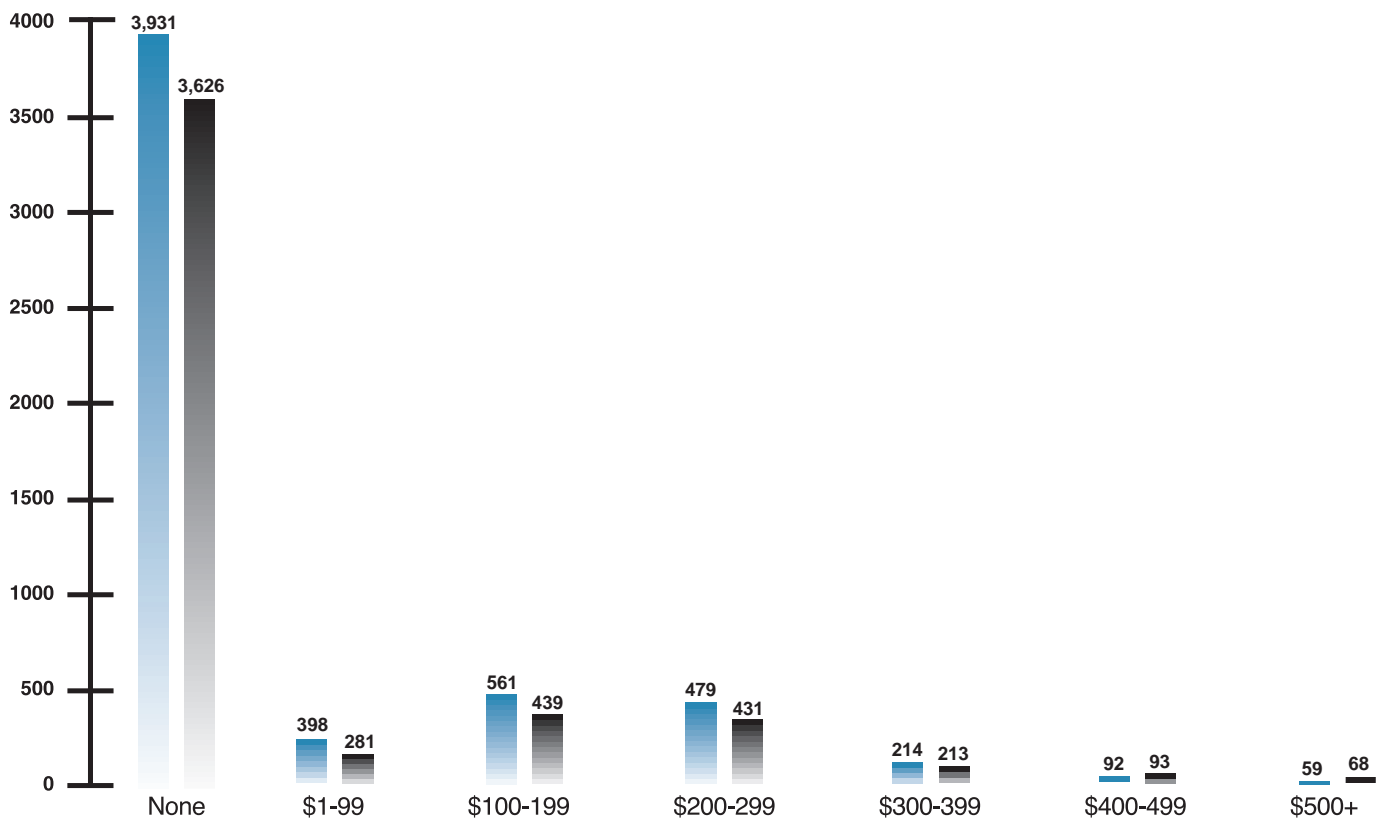
\* Category the Rehabilitation Services Administration defines as "character disorders."

# Weekly Earnings, at Referral, of Consumers with Successful Employment Outcomes

(comparison of FY00 and FY01 rehabilitated consumers)



## Number of Consumers



## Weekly Earnings ♦

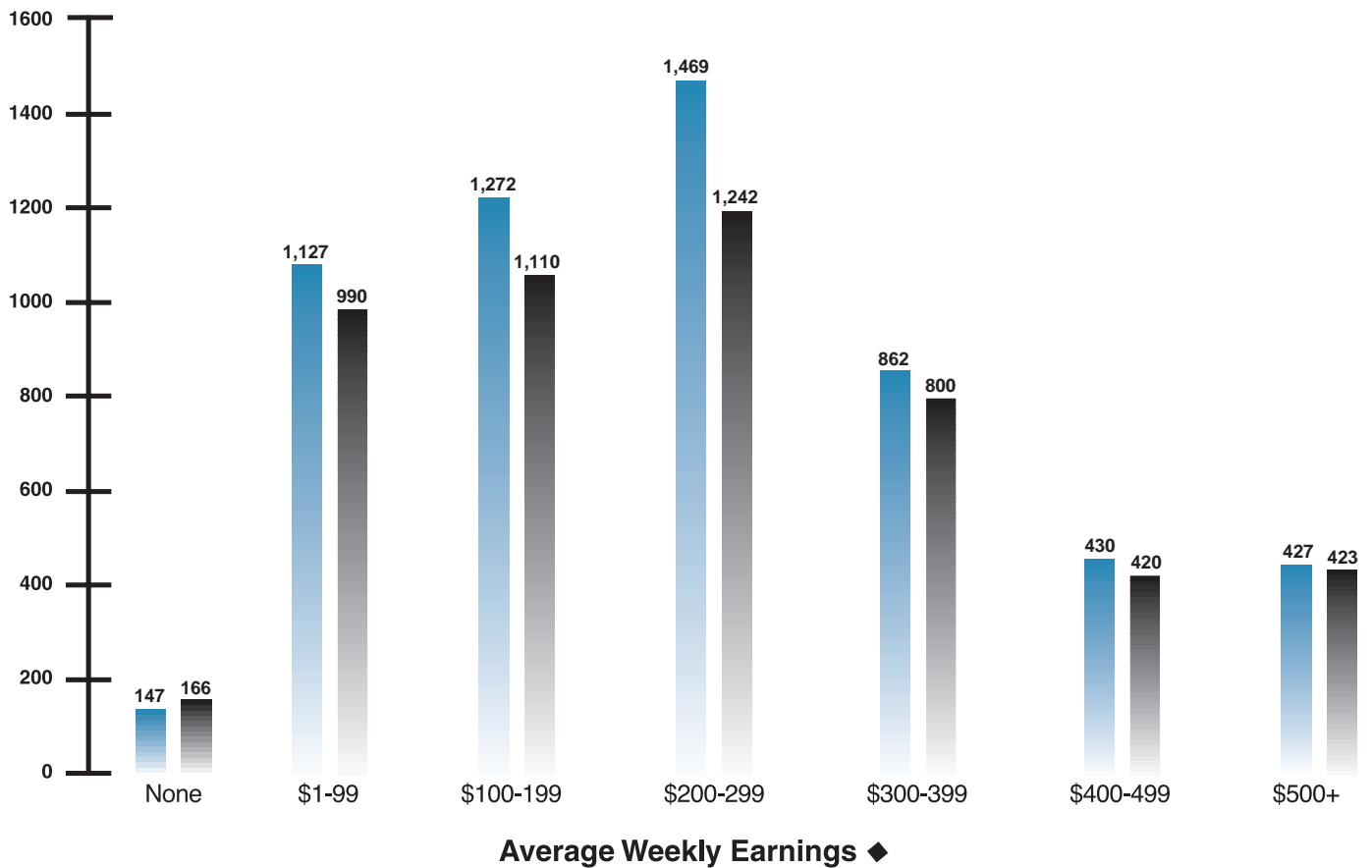
♦ Consumers are not required to reveal income sources at time of referral for VR services.

# Weekly Earnings, at Closure, of Consumers with Successful Employment Outcomes

(comparison of FY00 and FY01 rehabilitated consumers)

 FY 00  FY 01

## Number of Consumers



◆ Excludes Sheltered Workshop consumers.

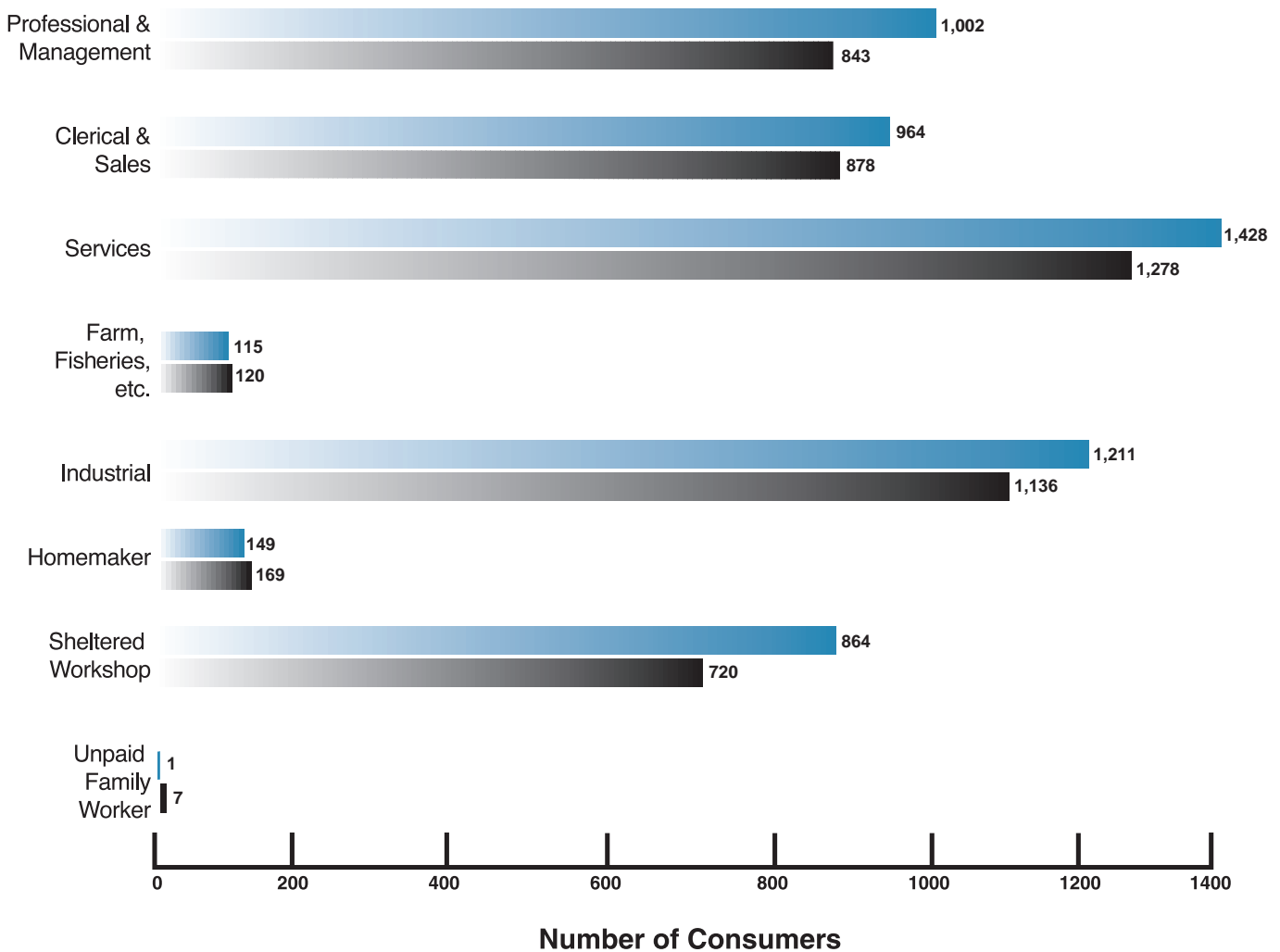
# Occupations of Consumers with Successful Employment Outcomes

(comparison of FY00 and FY01 consumers)

FY 00

FY 01

## Types of Occupations

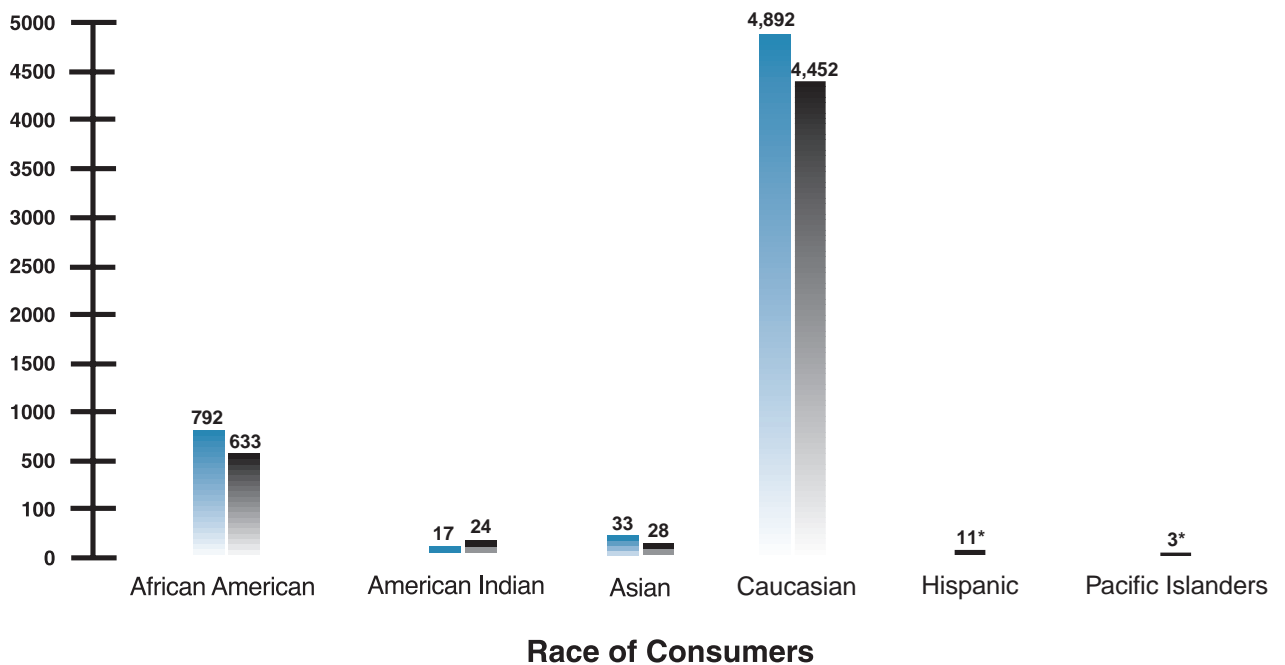


# Race of Consumers with Successful Employment Outcomes

(comparison of FY00 and FY01 consumers)

FY 00 FY 01

## Number of Consumers



\* FY01 is the first year these figures have been available.

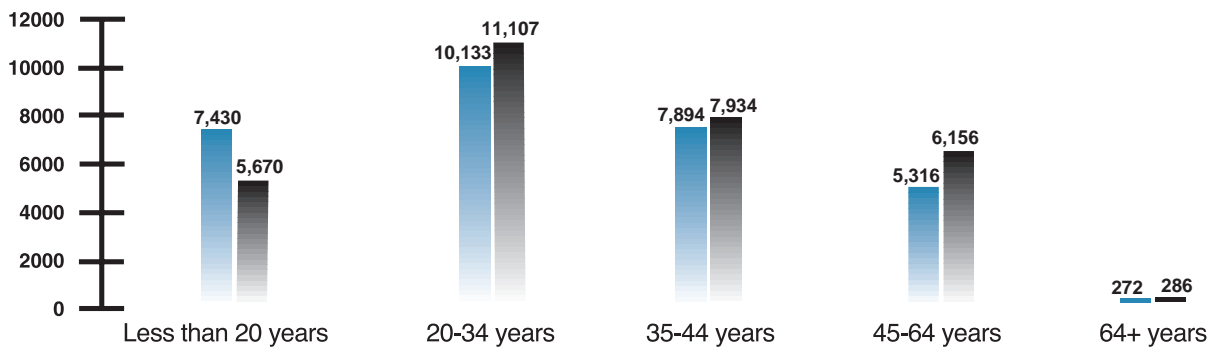
# Age and Gender of Eligible Consumers

(comparison of FY00 and FY01 consumers, including those currently being served)

FY 00

FY 01

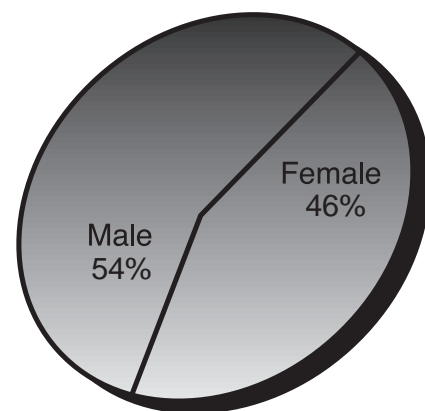
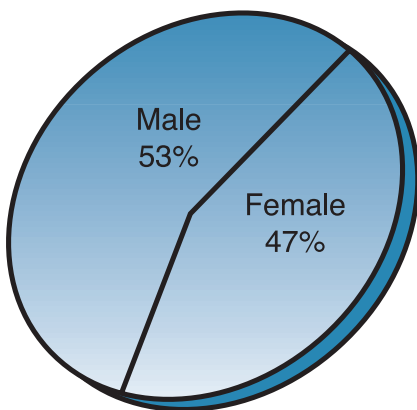
## Number of Consumers



## Age of Consumers

FY 00

FY 01



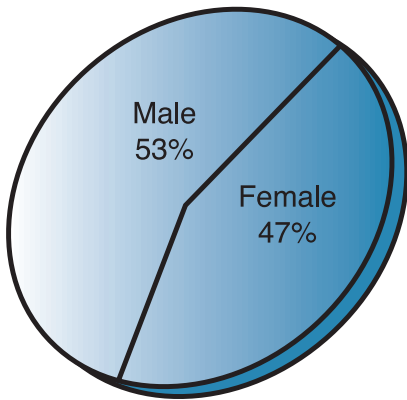
## Gender of Consumers

# Age and Gender of Consumers with Successful Employment Outcomes

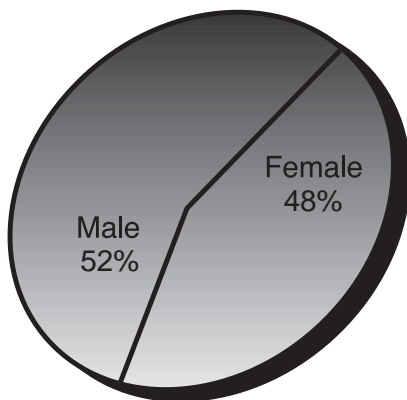
(comparison of FY00 and FY01 consumers)

## Gender of Consumers

FY 00

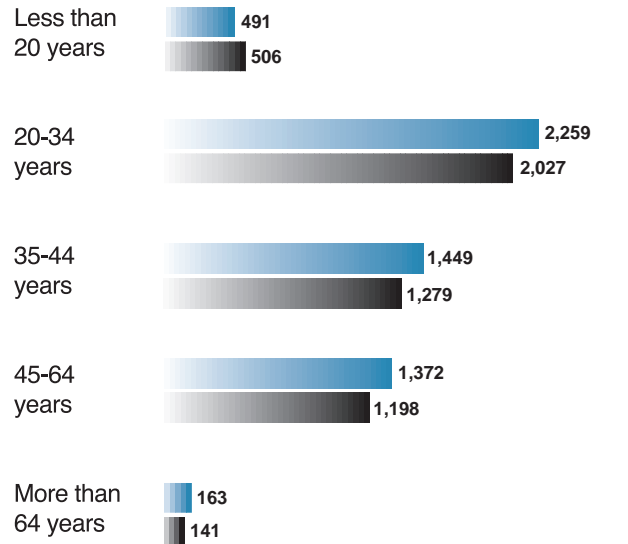


FY 01



FY 00  
FY 01

## Age of Consumers



Number of Consumers

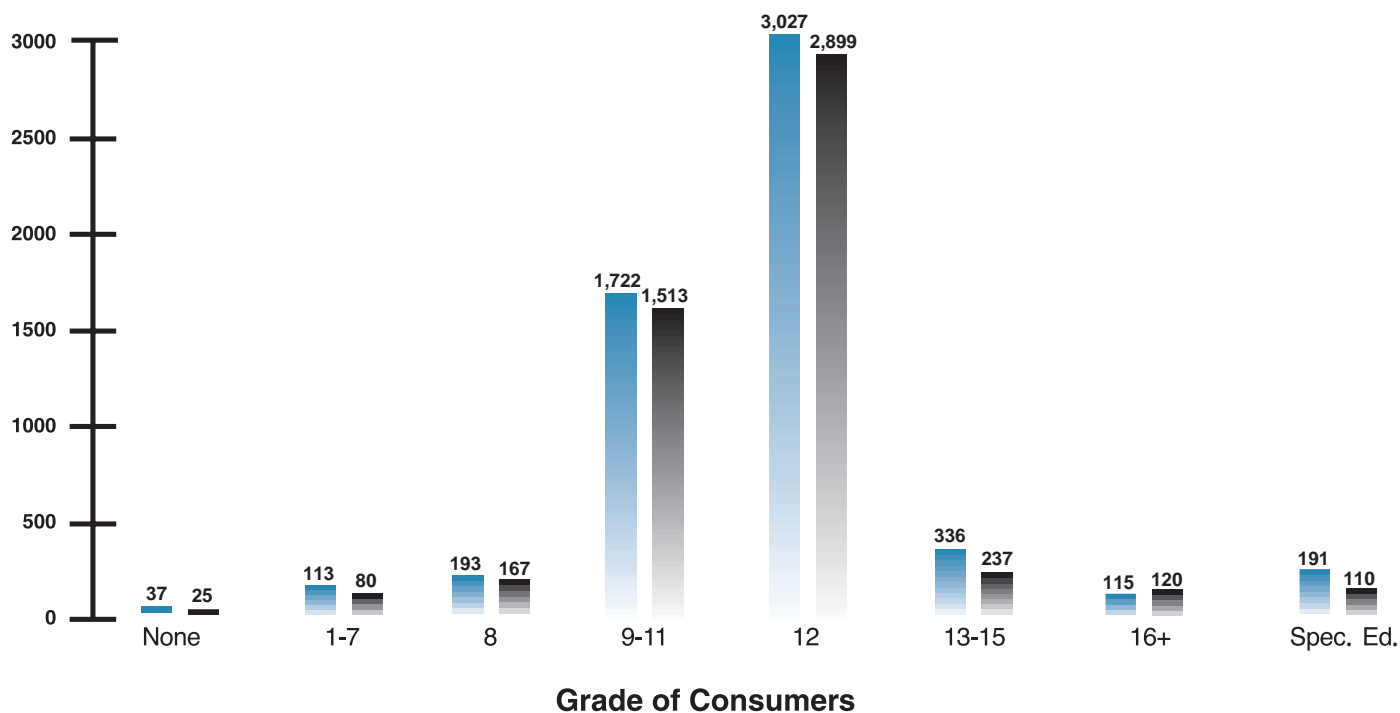
# Education Level, at Referral, of Consumers with Successful Employment Outcomes

(comparison of FY00 and FY01 consumers)

FY 00

FY 01

## Number of Consumers





# Centers for Independent Living

## **Access II, Independent Living Center**

611 W. Johnson  
Gallatin, MO 64640  
Gary Maddox, Executive Director  
Phone: (660) 663-2423  
TTY: (660) 663-2663  
Fax: (660) 663-2517  
E-mail: access@ccp.com  
Web site: www.ccp.com/~access/

## **Boothel Area Independent Living Services**

1111 Rear Independence, Suites A & B  
P. O. Box 326  
Kennett, MO 63857  
Kelly Barfoot, Executive Director  
Phone & TTY: (573) 888-0036  
Fax: (573) 888-0708  
E-mail: bails@il.net

## **Delta Center for Independent Living**

Weldon Springs Professional Building  
5933 Highway 94 South, Suite 107  
St. Charles, MO 63304  
Nancy Murphy, Executive Director  
Phone & TTY: (636) 926-8761  
Fax: (636) 447-0341  
E-mail: dcilpas@accessus.net

## **Disability Resource Association**

420B S. Truman Boulevard  
Crystal City, MO 63019  
Craig Henning, Executive Director  
Phone: (636) 931-7696  
Fax: (636) 937-9016  
E-mail: dra@disabilityresourceassociation.org

## **Disabled Citizens Alliance for Independence**

P. O. Box 675  
Viburnum, MO 65566  
Rich Blakley, Executive Director  
Phone & TTY: (573) 244-3315  
Fax: (573) 244-5609  
E-mail: blake@misn.com

## **Independent Living Center of Southeast MO**

809 West Pine  
Poplar Bluff, MO 63901  
James Alexander, Executive Director  
Phone & TTY: (573) 686-2333  
Fax: (573) 686-0733  
E-mail: ilc@pbmo.net

## **Independent Living Resource Center**

3620 W. Truman Boulevard, Suite D  
Jefferson City, MO 65109-6125  
Frank Nease, Executive Director  
Phone & TTY: (573) 556-0400  
Fax: (573) 556-0402  
E-mail: ilrc@midamerica.net

## **Living Independently for Everyone**

1109 Ste. Genevieve  
Farmington, MO 63640  
Tim Azinger, Executive Director  
Phone & TTY: (573) 756-4314  
Fax: 573-756-3507  
E-mail: life\_cen@swbell.net

## **Midland Empire Resources for Independent Living**

3715 Beck Road, Building D, Suite B  
St. Joseph, MO 64506  
Debbie Merritt, Executive Director  
Phone: (816) 279-8558  
TTY: (816) 279-4943  
Fax: (816) 279-1550  
E-mail: meril@ccp.com

## **Northeast Independent Living Services**

109 Virginia, Suite 560  
Hannibal, MO 63401  
Michelle Green, Executive Director  
Phone & TTY: (573) 221-8282  
Fax: (573) 221-9445  
E-mail: neils@nemonet.com  
Web site: http://cueball.nemonet.com/neils/

## **On My Own, Inc.**

3102 Industrial Parkway  
Nevada, MO 64772  
Jack Brock, Executive Director  
Phone: (417) 667-7007  
Fax: (417) 667-6262  
E-mail: onmyown@ipa.net

## **Ozark Independent Living**

109 Aid Avenue  
West Plains, MO 65775  
Cindy Moore, Executive Director  
Phone: (417) 257-0038  
TTY: (888) 440-7500  
Fax: (417) 257-2380  
E-mail: ozark@townsq.com  
Web site: http://users.townsq.com/ozark/

## **Paraquad**

311 N. Lindbergh Boulevard  
St Louis, MO 63141  
Max Starkloff, President  
Phone: (314) 567-1558  
TTY: (314) 567-5552  
Fax: (314) 567-1559  
E-mail: paraquad@paraquad.org  
Web site: http://www.paraquad.org

## **Rural Advocates for Independent Living**

715 S. Baltimore  
Kirksville, MO 63501  
Jack Lambrecht, Executive Director  
Phone: (660) 627-7245  
TTY: (660) 627-0614  
Fax: (660) 627-0525  
E-mail: ritt@kvmo.net

## **SEMO Alliance for Disability Independence, Inc.**

121 S. Broadview Plaza, Suite 12  
Cape Girardeau, MO 63703-5702  
Miki Gudermuth, Executive Director  
Phone & TTY: (573) 651-6464  
Fax: (573) 651-6565  
E-mail: miki@mail.sadi.org

## **Services for Independent Living**

1301 Vandiver Drive, Suite Q  
Columbia, MO 65202  
Mark Stone, Executive Director  
Phone: (573) 874-1646  
TTY: (573) 874-4121  
Fax: (573) 874-3564  
E-mail: mstone@midamerica.net  
Web site: http://www.computerland.net/~sil

## **SW Center for Independent Living**

1856 E. Cinderella  
Springfield, MO 65804  
Ann Morris, Executive Director  
Phone & TTY: (417) 886-1188  
Fax: (417) 886-3619  
E-mail: amorris4@mindspring.com

## **The Independent Living Center, Inc.**

1001 E. 32nd Street  
Joplin, MO 64804  
Leatta Workman, Executive Director  
Phone & TTY: (417) 659-8086  
Fax: (417) 659-8087  
E-mail: ilcjoplin@janics.com

## **The Whole Person, Inc.**

301 E. Armour Boulevard, Suite 430  
Kansas City, MO 64111  
David Robinson, Executive Director  
Phone: (816) 561-0304  
TTY: (816) 531-7749  
Fax: (816) 753-8163  
E-mail: DCRinKC@aol.com

## **Tri-County Center for Independent Living**

1420 Highway 72 E.  
Rolla, MO 65401  
Victoria Evans-Heitzler, Executive Director  
Phone & TTY: (573) 368-5933  
Fax: (573) 368-5991  
E-mail: vevans@fidnet.com  
Web site: www.rollanet.org/~trcil2

## **Warrensburg Independent Living Services**

123 E. Gay, Suite S-2  
Warrensburg, MO 64093  
Robert Honan, Executive Director  
Phone: (660) 422-7883  
TTY: (660) 422-7894  
Fax: (660) 422-7895  
E-mail: wils@iland.net  
Web site: www.w-ils.org

# Community Rehabilitation Program Providers

## **Adult Vocational Services of Jefferson County, Inc.**

(Formerly Developmental Services of Jefferson County, Inc.)  
3581 Jeffco Boulevard  
Arnold, MO 63010  
John Becker, Director  
Phone: (636) 464-8094  
Fax: (636) 464-3648  
E-mail: adultvs@swbell.net

## **Advent Enterprises, Inc.**

2116 Nelwood Drive  
Columbia, MO 65202-3645  
Russell Doumas, President  
Greg Wingert, Vice President  
Professional Services  
Christy Nickolaus, Branch Manager  
Phone: (573) 474-8560  
Fax: (573) 474-8575  
E-mail: russelld@advent.org  
E-mail: gregw@advent.org  
E-mail: christyn@advent.org  
Web site: www.advent.org

## **Jefferson City Satellite**

Division of Workforce Development Ctr.  
1716 Four Seasons Drive, Suite 102  
Jefferson City, MO 65101  
Greg Wingert, Vice President  
Professional Services  
Sandy Barbour, Branch Manager  
Phone: (573) 636-4069  
Fax: (573) 761-0518  
E-mail: gregw@advent.org  
E-mail: sandyb@advent.org  
Web site: www.advent.org

## **Advent North Satellite**

c/o Randolph County Health Department  
423 E. Logan, Room 104  
Moberly, Mo. 65270  
Becky Curry, Regional Advisor  
Mark Eye, Branch Manager  
Phone: (660) 263-4049  
Fax: (660) 263-6353  
E-mail: beckyc@advent.org  
Web site: www.advent.org

## **Randolph County Career Center**

1212 W. Highway 124  
Moberly, MO 65270  
Becky Curry, Regional Advisor  
Phone: (660) 263-8810  
Fax: (660) 263-6353  
E-mail: beckyc@advent.org  
Web site: www.advent.org

## **Resource Center**

1500 Vandiver, Suite 109  
Columbia, MO 65202

Greg Wingert, Vice President  
Professional Services  
Ken Weber, Branch Manager  
Phone: (573) 884-3661  
Fax: (573) 884-3665  
E-mail: gregw@advent.org  
E-mail: kenw@advent.org  
Web site: www.advent.org

## **Alternative Opportunities Inc.**

AO EMPLOYMENT SERVICES  
222 E. Water Street  
Springfield, MO 65806  
Bontiea Edgar, CEO  
Phone: (417) 869-3003  
Fax: (417) 869-1625  
E-mail: bontiea.edgar@aoinc.org

## **South Central Satellite**

305 E. Walnut, Suite LL109  
Springfield, MO 65806  
Kevin Rainwater, Regional Director  
John Wiedemann, Regional Manager  
Phone: (417) 832-9600  
Fax: (417) 832-9696  
E-mail: kevin.rainh2o@aoinc.org  
E-mail: john.wiedemann@aoinc.org

## **Cape Girardeau Satellite**

144 S. Ellis Street  
Cape Girardeau, MO 63703  
Remona Johnson, Program Manager  
Phone: (573) 334-9344  
Fax: (573) 334-0622  
E-mail: remona.johnson@aoinc.org

## **Farmington Satellite**

219 E. Columbia  
Farmington, MO 63640  
Galen Roberts, Regional Director  
Pam Brooks, Regional Manager  
Phone: (573) 756-0707  
Fax: (573) 756-7766  
E-mail: galen.roberts@aoinc.org  
E-mail: pam.boooks@aoinc.org

## **Joplin Satellite**

405 E. Fourth  
Joplin, MO 64801  
Jamie Gillmore/Rob Downey, Managers  
Phone: (417) 659-9911  
Fax: (417) 624-3810  
E-mail: jamie.gillmore@aoinc.org  
E-mail: rob.downey@aoinc.org

## **Poplar Bluff Satellite**

468 N. Main  
Poplar Bluff, MO 63901  
Barbara Tanner, Manager  
Phone: (573) 776-1941  
Fax: (573) 776-7099  
E-mail: barbara.tanner@aoinc.org

## **Sikeston Satellite**

209 E. Center Street  
Sikeston, MO 63801  
Remona Johnson, Manager  
Phone: (573) 471-0332  
Fax: (573) 472-3037  
E-mail: remona.johnson@aoinc.org

## **Community Living, Inc.**

8 Westbury Drive, Suite 100  
St. Charles, MO 63301  
Barb Griffith, Executive Director  
Phone: (636) 946-3557  
Fax: (636) 946-9347

## **Employment Services**

1125-J Cave Springs Estates Drive  
St. Peters, MO 63376  
Shelley Cook, Manager  
Phone: (636) 928-9545 or (636) 447-7559  
Fax: (636) 946-9347  
E-mail: scook1125@aol.com

## **Epilepsy Foundation of Kansas and Western Missouri**

6550 Troost, Suite B  
Kansas City, MO 64131  
Peggy Walls, Executive Director  
Scott G. Chase, Director of Consumer Services  
Phone: (816) 444-2800 or (800) 972-5163  
Fax: (816) 444-6777  
E-mail: pwalls@efha.org  
E-mail: schase@efha.org

## **Epilepsy Foundation of the St. Louis Region**

7100 Oakland  
St. Louis, MO 63117-1881  
Dara Templeton, Executive Vice President  
Phone: (314) 645-6969  
Fax: (314) 645-1520  
E-mail: epilepsy@tower1.stl-epil.org  
Web site: stl-epil.org

## **The Helping Hand of Goodwill Industries**

1817 Campbell Street  
Kansas City, MO 64108-1794  
Jo Parent, President  
Dr. David J. Draper, Director of Rehab Services  
Phone: (816) 842-7425  
TTY: (816) 421-1232  
Fax: (816) 842-7616  
E-mail: jparent@mokangoodwill.org  
E-mail: ddraper@mokangoodwill.org  
Web site: www.mokangoodwill.org

## **St. Joseph Satellite**

200 S. 8th Street  
St. Joseph, MO 64501  
Lori Cordonnier, Supervisor  
Phone: (816) 232-3108  
Fax: (816) 232-4605

## Community Rehabilitation Program Providers (continued)

### **Independence Center**

4380 W. Pine Boulevard  
St. Louis, MO 63108-2206  
Robert B. Harvey, Executive Director  
Phone: (314) 533-4380  
Fax: (314) 531-7372  
E-mail: bobh060941@aol.com

### *Midland House*

8675 Olive  
University City, MO 63132  
Sharon Hamlin, Supervisor of  
Employment Services  
Phone: (314) 812-8675  
Fax: (314) 812-8676

### **Jewish Vocational Service**

1608 Baltimore  
Kansas City, MO 64108  
Joy Foster, Executive Director  
Marlin Roberts, Director of  
Rehabilitation Services  
Phone: (816) 471-2808  
TTY: (816) 471-7461  
Fax: (816) 471-2930  
E-mail: jcfoster@jvskc.org  
E-mail: mroberts@jvskc.org

### **Kirkville Area Technical Center**

1103 S. Cottage Grove  
Kirkville, MO 63501  
Terri Jones, Director  
Sue Schlueter, Vocational Assessment  
Phone: (660) 665-2865  
Fax: (660) 626-1477  
Email: terri\_j@kirkville.k12.mo.us  
Email: sue\_s@kirkville.k12.mo.us

### **Lakes Country Rehabilitation Center**

P.O. Box 1277  
Springfield, MO 65801-1277  
Bob Scheid, President  
Sarah Tilley, Director of  
Rehabilitation Services  
Jacque Carter, Psy.D., Coordinator  
of Evaluation Services  
Kelly Washburn, Administrative Assistant  
Phone: (417) 862-1753  
Fax: (417) 864-5621  
E-mail: bobs@lakescountry.org  
E-mail: saraht@lakescountry.org  
E-mail: jacquek@lakescountry.org  
E-mail: kellyw@lakescountry.org  
Web site: www.lakescountry.org

### *Camdenton Satellite*

456 N. Highway 5, Lower Level  
P.O. Box 1537  
Camdenton, MO 65020  
Laurie Shasteen, Case Manager  
Phone: (573) 346-2487  
Fax: (573) 346-3957  
Email: lakescty@lakeozark.net  
Web site: www.lakescountry.org

### *Joplin Satellite*

1515 West 10th Street, Suite C  
Joplin, MO 64801  
Kerry Malinowski, Coordinator of  
Vocational Services  
Phone: (417) 782-7703  
Fax: (417) 782-2662  
E-mail: kmal@4state.com  
Web site: www.lakescountry.org

### *Rolla Satellite*

1417 Forum Drive  
Rolla, MO 65401  
Kathleen Simonson, Employment  
Training Specialist  
Phone: (573) 341-2606  
Fax: (573) 341-5780  
E-mail: simonson@wavecomputer.net  
Web site: www.lakescountry.org

### *West Plains Satellite*

1562 Imperial Center  
West Plains, MO 65775  
Dianna Weaver, Coordinator of  
Employment Services  
Phone: (417) 257-1545  
Fax: (417) 256-0236  
E-mail: dianna@lakescountry.org  
Web site: www.lakescountry.org

### **MERS / Missouri Goodwill Industries**

Aftergut Center  
1727 Locust Street  
St. Louis, MO 63103  
Lewis C. Chartock, Ph.D., President  
Dave Kutchback, Assistant  
Executive Director  
Jeff Carnal, Vice President for Programs  
Phone: (314) 241-3464  
TTY: (314) 241-4645  
Fax: (314) 241-9348  
E-mail: lchartock@mers.org  
E-mail: dkutchback@mers.org  
E-mail: jcarnal@mers.org  
Web site: www.mers.org

### *Lippman Center*

2545 S. Hanley Road  
Brentwood, MO 63144  
Mark Arens, Director  
Phone: (314) 647-7453  
TTY: (314) 647-4753  
Fax: (314) 647-9364  
E-mail: marens@mers.org  
Web site: www.mers.org

### *North Satellite*

165 Cross Keys Shopping Center  
Florissant, MO 63033  
Alicia Drew, Director  
Phone: (314) 831-6194  
Fax: (314) 831-6463  
E-mail: adrew@mers.org  
Web site: www.mers.org

### *St. Charles Satellite*

2747 West Clay, Suite B-C  
St. Charles, MO 63301  
Martha Jerabek, Director  
Phone: (636) 946-7559  
Fax: (636) 946-2006  
E-mail: mjerabek@mers.org  
Web site: www.mers.org

### *South Satellite*

3865 Lemay Ferry Road  
Lemay, MO 63125  
Beth Brown, Director  
Phone: (314) 845-1922  
Fax: (314) 845-1921  
E-mail: bbrown@mers.org  
Web site: www.mers.org

### *Washington Satellite*

1600 W. Main Street, Suite A  
Washington, MO 63090  
Martha Jerabek, Director  
Phone: (636) 239-2225  
Fax: (636) 239-7137  
E-mail: mjerabek@mers.org  
Web site: www.mers.org

### *West Satellite*

300 Ozark Trail, Suite 208  
Ellisville, MO 63011  
Jeff Carnal, Vice President  
Phone: (636) 230-6699  
Fax: (636) 230-9734  
E-mail: jcarnal@mersgoodwill.org  
Web site: www.mers.org

### **Missouri Rehabilitation Center**

600 N. Main  
Mt. Vernon, MO 65712  
Dennis Stambaugh, Center Director  
Karen Benson, Manager of  
Outpatient Rehab Programs  
Harlin Flippin, Supervisor of Voc Rehab  
Phone: (417) 466-3711  
TTY: (800) 735-2966  
Fax: (417) 466-7257  
E-mail: bensonk@health.missouri.edu  
E-mail: flippinh@health.missouri.edu  
Web site: muhealth.org/~rehab

### **Ozarks Technical Community College**

Vocational Evaluation and  
Assessment Center  
P.O. Box 5958  
Springfield, MO 65801-5958  
Bruce Renner, Dean of Student  
Development, Interim Director of VEAC  
Phone: (417) 895-7130  
TTY: (417) 895-7235  
Fax: (417) 895-7042  
E-mail: brenner@emh1.otc.cc.mo.us  
Web site: www.otc.cc.mo.us

## Community Rehabilitation Program Providers (continued)

### **Project Inc.**

6301 Manchester Avenue  
St. Louis, MO 63139-3083  
David L. Hurst, Executive Director  
Phone: (314) 647-3300  
Fax: (314) 647-6057  
E-mail: projectinc@aol.com

### **The Rehabilitation Institute**

3011 Baltimore  
Kansas City, MO 64108  
Ron Herrick, President  
Don Harkins, Director of  
Vocational Services  
Phone: (816) 751-7700  
TTY: (816) 751-7836  
Fax: (816) 751-7983  
E-mail: ddharkins@healthmidwest.org

### *Independence Satellite*

3600 S. Noland Road, Suite I-J  
Independence, MO 64055  
Kathy Smith, Supervisor VR Services  
Phone, Fax, and TTY: (816) 254-8820

### *St. Joseph Satellite*

2921 N. Belt Highway, Suite L-18  
St. Joseph, MO 64506  
Kathy Smith, Supervisor of  
VR Services  
Phone: (816) 390-8083  
Fax: (816) 390-8369  
E-mail: tristjoe@ponyexpress.net

### *Warrensburg Satellite*

123 E. Gay, Suite S-8  
Warrensburg, MO 64093  
Kathy Smith, Supervisor of VR Services  
Phone: (660) 429-3551  
Fax: (660) 429-3551  
E-mail: triwar@iland.net

### **United Cerebral Palsy of Northwest Missouri**

3303 Frederick  
St. Joseph, MO 64506  
Teresa Gagliano, Executive Director  
Phone: (816) 364-3836 or  
(800) 404-1844  
Fax: (816) 390-8546  
E-mail: ucpnwmo@ccp.com  
Web site: www.ccp.com/~ucpnwmo

# Supported Employment Service Providers

## **Adult Vocational Services of Jefferson County, Inc.**

(Formerly Developmental Services of Jefferson County, Inc.)  
3581 Jeffco Boulevard  
Arnold, MO 63010  
John Becker, Director  
Phone: (636) 464-8094  
Fax: (636) 464-3648  
E-mail: adultvs@swbell.net

## **Advent Enterprises, Inc.**

2116 Nelwood Drive  
Columbia, MO 65202-3645  
Russell Doumas, President  
Greg Wingert, Vice President  
Professional Services  
Christy Nickolaus, Branch Manager  
Phone: (573) 474-8560  
Fax: (573) 474-8575  
E-mail: russelld@advent.org  
E-mail: gregw@advent.org  
E-mail: christyn@advent.org  
Web site: www.advent.org

## **Jefferson City Satellite**

315 Ellis Boulevard  
Jefferson City, MO 65101  
Greg Wingert, Vice President  
Professional Services  
Sandy Barbour, Branch Manager  
Phone: (573) 636-8186  
Fax: (573) 636-8187  
E-mail: gregw@advent.org  
E-mail: sandyb@advent.org  
Web site: www.advent.org

## **Advent North Satellite**

c/o Randolph County  
Health Department  
423 E. Logan, Room 104  
Moberly, MO 65270  
Greg Wingert, Vice President  
Professional Services  
Mark Eye, Branch Manager  
Phone: (660) 263-4049  
Fax: (660) 263-6353  
E-mail: gregw@advent.org  
E-mail: marke@advent.org  
Web site: www.advent.org

## **Alternative Community Training, Inc.**

2200 Burlington  
Columbia, MO 65202  
Mark Hassemer, Executive Director  
Ray Handy, Director of  
Supported Employment  
Phone: (573) 474-9446  
TTY: (573) 474-1199  
Fax: (573) 474-7458  
E-mail: mhassemer@socket.net  
E-mail: rhandyjr@hotmail.com

## **Alternative Opportunities, Inc.**

AO Employment Services  
222 E. Water Street  
Springfield, MO 65806  
Bontiea Edgar, CEO  
Phone: (417) 869-3003  
Fax: (417) 869-1625  
E-mail: bontiea.edgar@aoinc.org

## **South Central Satellite**

305 E. Walnut, Suite LL109  
Springfield, MO 65806  
Kevin Rainwater, Regional Director  
John Wiedemann, Regional Manager  
Phone: (417) 832-9600  
Fax: (417) 832-9696  
E-mail: kevin.rainh2o@aoinc.org  
E-mail: john.wiedemann@aoinc.org

## **Cape Girardeau Satellite**

144 S. Ellis Street  
Cape Girardeau, MO 63703  
Martin Lingle, Regional Manager  
Phone: (573) 334-9344  
Fax: (573) 334-0622  
E-mail: martin.lingle@aoinc.org

## **Farmington Satellite**

770 Market Street  
Farmington, MO 63640  
Pam Brooks, Regional Manager  
Phone: (573) 756-0707  
Fax: (573) 756-7766  
E-mail: pam.boooks@aoinc.org

## **Joplin Satellite**

405 E. Fourth  
Joplin, MO 64801  
Jamie Gillmore/Rob Downey, Managers  
Phone: (417) 659-9911  
Fax: (417) 624-3810  
E-mail: jamie.gillmore@aoinc.org  
E-mail: rob.downey@aoinc.org

## **Poplar Bluff Satellite**

468 N. Main  
Poplar Bluff, MO 63901  
Barbara Tanner, Manager  
Phone: (573) 776-1941  
Fax: (573) 776-7099  
E-mail: barbara.tanner@aoinc.org

## **Sikeston Satellite**

209 E. Center Street  
Sikeston, MO 63801  
Martin Lingle, Regional Manager  
Phone: (573) 471-0332  
Fax: (573) 472-3037  
E-mail: martin.lingle@aoinc.org

## **The ARC of the Ozarks**

(Formerly the ARC: Greater Ozarks ARC)  
1501 E. Pythian  
Springfield, MO 65802  
Gene Barnes, President/CEO  
Michael H. Powers, Director  
of Program Services  
Phone: (417) 864-7887  
Fax: (417) 864-4307  
E-mail: gfloresarc@aol.com

## **Arthur Center**

713 E. Jackson  
Mexico, MO 65265  
Terry Mackey, Interim Executive Director  
Phone: (573) 582-6000  
Fax: (573) 582-3705  
E-mail: tmmacke@audrainmedicalcenter.com

## **Fulton Satellite**

Options Unlimited  
5050 County Road, # 306  
Fulton, MO 65251  
Edward Riedel, Program Director  
Phone: (573) 642-3215  
Fax: (573) 642-7031  
E-mail: egriede@audrainmedicalcenter.com

## **Mexico Satellite**

Options Unlimited  
400 E. Liberty  
Mexico, MO 65265  
Edward Riedel, Program Director  
Phone: (573) 642-3215  
Fax: (573) 642-7031

## **Audrain Handicapped Services**

308 E. Jackson  
Mexico, MO 65265  
Tim M. Crews, Executive Director  
Phone: (573) 581-8210  
Fax: (573) 581-5204  
E-mail: ahs@ktis.net

## **ACSES / Audrain County Supported Employment Services**

807-B W. Breckenridge  
Mexico, MO 65265  
Lisa Wieman, Director  
Phone: (573) 581-5602  
Fax: (573) 581-5204  
E-mail: Ldwieman@ktis.net

## **Callaway County Special Services**

911 Business 54 South  
Fulton, MO 65251  
Terry Weatherspoon, Executive Director  
Vicki Schulte, SE Coordinator  
Phone: (573) 642-1792  
TTY: (573) 642-1792  
Fax: (573) 642-2415



## Supported Employment Service Providers (continued)

### **Casco Area Workshop, Inc.**

1800 Vine  
Harrisonville, MO 64701  
Peggy Kutchback, Executive Director  
Phone: (816) 380-7359  
Fax: (816) 380-7363  
E-mail: casco@tfs.net

### **The Center for Head Injury Services**

11664 Lilburn Park Road  
St. Louis, MO 63146  
Donna Gunning, Executive Director  
Phone: (314) 983-9230  
Fax: (314) 983-9235  
E-mail: ctrheadinj@aol.com

### **Center for Human Services**

Children's Therapy Center  
1500 Ewing Drive  
Sedalia, MO 65301  
Roger A. Garlich, Executive Director  
Arthur Flowers, SE Director  
Phone: (660) 827-2100  
Fax: (660) 827-3034  
E-mail: Rgarlich@chs-mo.org  
E-mail: aflowers@chs-mo.org  
Web site: www.chs-mo.org

### *Higginsville Satellite*

Lafayette County Board of Services  
109 W. 19th Street  
P.O. Box 645  
Higginsville, MO 64037  
Mike Ranger, County  
Development Coordinator  
Phone: (660) 584-5353  
Fax: (660) 584-8688  
E-mail: aflowers@chs-mo.org  
Web site: www.chs-mo.org

### *Marshall Satellite*

175 W. Slater  
Marshall, MO 65340  
Amber Scott, County  
Development Coordinator  
Phone: (660) 886-4261  
Fax: (660) 886-9997  
E-mail: aflowers@chs-mo.org  
Web site: www.chs-mo.org

### *Warrensburg Satellite*

One-Stop Career Center  
CMSU Campus  
Nattinger/Bradshaw, Room 3  
Warrensburg, MO 64093  
Mike Ranger, County  
Development Coordinator  
Phone: (660) 886-4261  
Fax: (660) 886-9997  
E-mail: aflowers@chs-mo.org  
Web site: www.chs-mo.org

### **Choices for People Center for Citizens with Disabilities**

1815 Forum Drive  
Rolla, MO 65401  
Kyle Terry, Executive Director  
Nita Pace, SE Director  
Phone: (573) 364-7444  
TTY: (800) 735-2966  
Fax: (573) 364-5370  
E-mail: choices@rollanet.org

### **College for Living**

Paraquad  
311 North Lindbergh  
St. Louis, MO 63141  
Kathleen Schamel, Executive Director  
Jeff Pomranka, Employment  
Services Coordinator  
Phone: (314) 569-1324  
Fax: (314) 567-1559  
E-mail: kschamel@paraquad.org  
E-mail: jpomranka@paraquad.org  
Web site: www.paraquad.org

### **Community Health Plus, BJC Behavioral Health**

(Formerly BJC Behavioral  
Health Services)  
1430 Olive, Suite 500  
St. Louis, MO 63103  
Debbie MacKie, Community  
Services Manager  
Phone: (314) 206-3700  
TTY: (314) 206-3837  
Fax: (314) 206-3709 or (314) 206-3708  
E-mail: mackid@mhmail.carenet.org

### **Community Living, Inc.**

8 Westbury Drive, Suite 100  
St. Charles, MO 63301  
Barb Griffith, Executive Director  
Phone: (636) 946-3557  
Fax: (636) 946-9347

### **Employment Services**

1125-J Cave Springs Estates Drive  
St. Peters, MO 63376  
Shelley Cook, Manager  
Phone: (636) 928-9545  
or (636) 447-7559  
Fax: (636) 922-4853  
E-mail: scook1125@aol.com

### **Community Opportunities**

44 Opportunity Court  
P.O. Box 420  
Troy, MO 63379  
Mary Sullivan-Thomas, Executive Director  
Phone: (636) 462-7695  
Fax: (636) 528-5514  
E-mail: lcsb40@accessus.net

Community Opportunities – ACETS  
(Community & Employment Services)  
44 Opportunity Court  
P.O. Box 420  
Troy, MO 63379  
Darla Gamble, Director  
Phone: (636) 462-7695  
Fax: (636) 528-5514

### **Community Options**

(Formerly Concerned Citizens for the  
Developmentally Disabled)  
801-B Washington  
P.O. Box 725  
Chillicothe, MO 64601  
Joyce Jacobs, Executive Director  
Phone: (660) 646-0109  
Fax: (660) 646-2808

### **Comprehensive Mental Health Services, Inc.**

10901 Winner Road  
P.O. Box 520169  
Independence, MO 64052-0169  
William H. Kyles, President/CEO  
Brenda Player, Program Manager  
Phone: (816) 254-3652  
Fax: (816) 254-9243

### **Crider Center for Mental Health**

1032 Crosswinds Court  
Wentzville, MO 63385  
Karl Wilson, Ph.D., President/CEO  
Phone: (636) 332-8000  
Fax: (636) 332-9950

### *Headway Club*

322 McDonough  
St. Charles, MO 63301  
Sara Drebes, Director  
Glenda Jacobs,  
Employment Coordinator  
Phone: (636) 946-6832  
Fax: (636) 946-6528

### **Developmental Center of the Ozarks**

1545-B E. Pythian  
Springfield, MO 65802  
Allan McKelvy, Executive Director  
Sharon (Sherry) Hailey, Director  
of Programming  
Laura York, Employment Coordinator  
Phone: (417) 829-0850  
or (417) 829-0851  
TTY: (417) 831-2407  
Fax: (417) 865-7603  
E-mail: lyork@dcoonline.com

### *Taney County Satellite*

1627 E. Highway 76  
Branson, MO 65616  
Phone: (417) 334-1797  
TTY: (800) 735-2966  
Fax: (417) 335-2320

## Supported Employment Service Providers (continued)

### **Diverse Options**

1207 Parry  
P.O. Box 581  
Lamar, MO 64759  
Melinda Wilson, CEO  
Phone: (417) 682-3825  
Fax: (417) 682-6527

### **Endless Options, Inc.**

222 E. Davis  
Fayette, MO 65248-0029  
Debra Miller, Executive Director  
Phone: (660) 248-5233  
Fax: (660) 248-3779  
E-mail: endless@mail.coin.missouri.edu

### **Gasconade County Special Services**

310 N. First Street  
Owensville, MO 65066  
Susan Steinbeck, Business Manager  
Phone: (573) 437-5800  
Fax: (573) 437-5801  
E-mail: gcss@fidnet.com

### **Greater Kansas City Foundation for Citizens with Retardation**

1014 W. 39th Street  
Kansas City, MO 64111  
Jess LaPuma, Executive Director  
Dawn Frederick, Supervisor of Supported Employment  
Phone: (816) 931-4694  
Fax: (816) 931-3455

### **The Helping Hand of Goodwill Industries**

1817 Campbell Street  
Kansas City, MO 64108-1794  
Jo Parent, President  
Dr. David J. Draper, Director of Rehab Services  
Phone: (816) 842-7425  
TTY: (816) 421-1232  
Fax: (816) 842-7616  
E-mail: jparent@mokangoodwill.org  
E-mail: ddraper@mokangoodwill.org  
Web site: www.mokangoodwill.org

### **St. Joseph Satellite**

200 S. 8th Street  
St. Joseph, MO 64501  
Lori Cordonnier, Supervisor  
Phone: (816) 232-3108  
Fax: (816) 232-4605

### **High Hope Employment Services, Inc.**

P.O. Box 67  
Milan, MO 63556  
Dianne L. Leslie, Executive Director  
Phone: (660) 265-4614  
Fax: (660) 265-3016  
E-mail: highhope@nemr.net

### **Independence Center**

4380 W. Pine Boulevard  
St. Louis, MO 63108-2206  
Robert B. Harvey, Executive Director  
Phone: (314) 533-4380  
Fax: (314) 531-7372  
E-mail: bobh060941@aol.com

### **Midland House**

8675 Olive  
University City, MO 63132  
Sharon Hamlin, Supervisor of Employment Services  
Phone: (314) 812-8675  
Fax: (314) 812-8676

### **JESS**

2365 Hampton Avenue  
St. Louis, MO 63139  
Marcy Soda, Ph.D., Executive Director  
Phone: (314) 644-1913  
Fax: (314) 644-0461  
E-mail: stlouis.missouri.org/501c/jess

### **St. Peters Satellite**

2020 Parkway Drive  
St. Peters, MO 63376  
Lorraine Reeb, SE Coordinator  
Phone: (314) 441-2422  
Fax: (314) 441-7045

### **Judevine Center for Autism**

9455 Rott Road  
St. Louis, MO 63127  
Laura Perkins, Deputy Director of Program Services  
Phone: (314) 849-4440  
Fax: (314) 849-2721  
E-mail: judevine@judevine.org  
Web site: www.judevine.org

### **Lake of the Ozarks**

#### **Developmental Center**

P.O. Box 753  
Camdenton, MO 65020  
Marilyn L. Martin, Executive Director  
Betty Eaton, Community Employment Specialist  
Phone: (573) 346-4574  
Fax: (573) 346-7426  
E-mail: employ@usmo.com

### **Lakes Country Rehabilitation Center**

P.O. Box 1277  
Springfield, MO 65801-1277  
Bob Scheid, President  
Sarah Tilley, Director of Rehabilitation Services  
Mary Connolly, Coordinator of TBI Services  
Kelly Washburn,

### **Administrative Assistant**

Phone: (417) 862-1753  
Fax: (417) 864-5621  
E-mail: bobs@lakescountry.org  
E-mail: saraht@lakescountry.org  
E-mail: maryc@lakescountry.org  
E-mail: kellyw@lakescountry.org  
Web site: www.lakescountry.org

### **Branson West Satellite**

Suite SCR 25, Lower Level  
Claybough Plaza  
Highway 13 & 76  
Branson West, MO 65737  
Mary Connolly, SE Manager  
Phone: (417) 272-0065  
Fax: (417) 272-3845  
E-mail: lcrd@enter-link.com

### **Joplin Satellite**

1515 West 10th Street, Suite C  
Joplin, MO 64801  
Kerry Malinowski, Coordinator of Vocational Services  
Phone: (417) 782-7703  
Fax: (417) 782-2662  
E-mail: kmal@4state.com

### **West Plains Satellite**

1562 Imperial Center  
West Plains, MO 65775  
Dianna Weaver, Coordinator of Employment Services  
Phone: (417) 257-1545  
Fax: (417) 256-0236  
E-mail: diannaw@lakescountry.org  
Web site: www.lakescountry.org

### **Learning Opportunities Quality Works, Inc.**

P.O. Box 254  
Monroe City, MO 63456  
Wendy Hays, Executive Director  
Phone: (573) 735-4282  
Fax: (573) 735-2580  
E-mail: loi@socket.net  
Web site: www.loqw.com

### **Hannibal Satellite**

111 S. 10th  
Hannibal, MO 63401  
Missy Johns, Director of Employment  
Phone: (573) 221-5991  
Fax: (573) 221-8559  
E-mail: loqwl@nemonet.com

### **Kirkville Satellite**

1203 S. Osteopathy  
P.O. Box 246  
Kirkville, MO 63501  
Jill Erlandsen, Employment Specialist  
Phone: (660) 627-1749  
Fax: (660) 627-2770  
E-mail: loi@kvmo.net

## Supported Employment Service Providers (continued)

### **Life Skills Foundation**

10176 Corporate Square Drive,  
Suite 100  
St. Louis, MO 63132-2924  
Wendy Buehler, Executive Director  
Jocelyn Jones-Waller, Director  
Phone: (314) 567-7705  
Fax: (314) 567-6539  
E-mail: [lifeskill@aol.com](mailto:lifeskill@aol.com)  
Web site: [www.lifeskills-stl.org](http://www.lifeskills-stl.org)

### *St. Charles Satellite*

2480 Executive Drive, Suite 208  
St. Charles, MO 63303  
Pam Rhodes, Intake Coordinator  
Phone: (314) 567-7705  
Fax: (314) 567-6539

### **Lites, Inc.**

306 W. Jackson Street  
P.O. Box 910  
Bolivar, MO 65613  
Amy Follis, Executive Director  
Phone: (417) 777-2271  
Fax: (417) 777-6193

### **MERS / Missouri Goodwill Industries Rehabilitation Service**

Aftergut Center  
1727 Locust Street  
St. Louis, MO 63103  
Lewis C. Chartock, Ph.D., President  
Dave Kutchback, Assistant  
Executive Director  
Phone: (314) 241-3464  
TTY: (314) 241-4645  
Fax: (314) 241-9348  
E-mail: [lchartock@mers.org](mailto:lchartock@mers.org)  
E-mail: [dkutchback@mers.org](mailto:dkutchback@mers.org)  
Web site: [www.mers.org](http://www.mers.org)

### *Lippman Center*

2545 S. Hanley Road  
Brentwood, MO 63144  
Mark Arens, Director  
Phone: (314) 647-7453  
TTY: (314) 647-4753  
Fax: (314) 647-9364  
Web site: [www.mers.org](http://www.mers.org)

### *North Satellite*

165 Cross Keys Shopping Center  
Florissant, MO 63033  
Alicia Drew, Director  
Phone: (314) 831-6194  
Fax: (314) 831-6463  
Web site: [www.mers.org](http://www.mers.org)

### *St. Charles Satellite*

2747 West Clay, Suite B-C  
St. Charles, MO 63301  
Jennifer Lucash, Director  
Phone: (636) 946-7559  
Fax: (636) 946-2006  
Web site: [www.mers.org](http://www.mers.org)

### *South Satellite*

3865 Lemay Ferry Road  
Lemay, MO 63125  
Beth Brown, Director  
Phone: (314) 845-1922  
Fax: (314) 845-1921  
Web site: [www.mers.org](http://www.mers.org)

### *Washington Satellite*

1600 W. Main Street, Suite A  
Washington, MO 63090  
Tricia Traffas, Director  
Phone: (636) 239-2225  
Fax: (636) 239-7137  
Web site: [www.mers.org](http://www.mers.org)

### *West Satellite*

300 Ozark Trail, Suite 208  
Ellisville, MO 63011  
Jeff Cartnal, Vice President  
Phone: (636) 230-6699  
Fax: (636) 230-9734  
E-mail: [jcartnal@mersgoodwill.org](mailto:jcartnal@mersgoodwill.org)  
Web site: [www.mers.org](http://www.mers.org)

### **Ozark Valley's Community Services, Inc.**

135 S. Main  
P.O. Box 156  
Ironton, MO 63650-0156  
Charlotte Nichols-Stevens,  
Executive Director  
Phone: (573) 546-2418  
or (573) 546-7841  
Fax: (573) 546-4241  
E-mail: [joycen@mail.tigernet.gen.mo.us](mailto:joycen@mail.tigernet.gen.mo.us)

### *Farmington Satellite*

OVCS Employment Services  
20 E. Columbia  
Farmington, MO 63640  
Lilly Moses, Employment Services Director  
Phone: (573) 756-0377  
Fax: (573) 756-1720  
E-mail: [OVCS@fxnet.missouri.org](mailto:OVCS@fxnet.missouri.org)  
Web site: <http://fxnet.missouri.org/organizations/ovcs>

### **Pathways Community Behavioral Healthcare, Inc.**

(Formerly Community Counseling  
Consultants)

1800 Community Drive  
Clinton, MO 64735  
Jerry Osborn, President/CEO  
Amy Ditty, Employment Program Director  
Phone: (660) 885-8131  
Fax: (660) 885-2393

### *Belton Satellite*

203 Main  
Belton, MO 64012  
Amy Ditty, Employment Program Director  
Phone: (816) 380-6743

### *Butler Satellite*

501 North Orange  
Butler, MO 64730  
Amy Ditty, Employment Program Director  
Phone: (660) 679-4636  
Fax: (660) 679-4310

### *El Dorado Springs Satellite*

107 W. Broadway  
El Dorado Springs, MO 64744  
Amy Ditty, Employment Program Director  
Phone: (417) 876-5314  
Fax: (417) 876-5328

### *Harrisonville Satellite*

300 Galaxie Avenue  
Harrisonville, MO 64701  
Amy Ditty, Employment Program Director  
Phone: (816) 380-6743  
Fax: (816) 884-5968

### *Higginsville Satellite*

312 W. 19th  
Higginsville, MO 64037  
Amy Ditty, Employment Program Director  
Phone: (660) 584-5600  
Fax: (660) 584-5840

### *Nevada Satellite*

2203 N. Elm  
Nevada, MO 64772  
Amy Ditty, Employment Program Director  
Phone: (417) 667-2262  
Fax: (417) 667-6515

### *Odessa Satellite*

301 N. Second, Suite C  
Odessa, MO 64076  
Amy Ditty, Employment Program Director  
Phone: (816) 633-5921  
Fax: (816) 633-7942

### *Sedalia Satellite*

State Fair Shopping Center  
14th & Limit  
Sedalia, MO 65301  
Amy Ditty, Employment Program Director  
Phone: (660) 826-5885  
Fax: (660) 826-5174

### *Warrensburg Satellite*

520-C Burkarth Road  
Warrensburg, MO 64093  
Amy Ditty, Employment Program Director  
Phone: (660) 747-7127  
Fax: (660) 747-1823

### **Pike County Agency for Developmental Disabilities**

(Formerly Pike County Senate Bill 40)  
900 Independence Drive, SB40  
Bowling Green, MO 63334  
Betsy Barnes, Executive Director  
Phone: (573) 324-3875



## Supported Employment Service Providers (continued)

TTY: (573) 324-3553  
Fax: (573) 324-6391  
E-mail: pcsb40@nemonet.com

### **The Rehabilitation Institute**

3011 Baltimore  
Kansas City, MO 64108  
Ron Herrick, President  
Don Harkins, Director  
of Vocational Services  
Phone: (816) 751-7700  
TTY: (816) 751-7836  
Fax: (816) 751-7983  
E-mail: ddharkins@healthmidwest.org

### *Independence Satellite*

3600 S. Noland Road, Suite I-J  
Independence, MO 64055  
Kathy Smith, Supervisor VR Services  
Phone, Fax and TTY: (816) 254-8820

### **Research Mental Health Services**

901 NE Independence Avenue  
Lee's Summit, MO 64086  
Alan Flory, President/CEO  
Sue Randall, Program Manager  
Phone: (816) 246-8000  
Fax: (816) 246-8207  
E-mail: alflory@healthmidwest.org  
E-mail: csrandall@healthmidwest.org

### *Common Ground*

6801 E. 117th Street  
Kansas City, MO 64134  
David Smith, Job Development Specialist  
Phone: (816) 966-0909  
Fax: (816) 966-9773  
E-mail: rdsmith@healthmidwest.org

### **St. Louis Association for Retarded Citizens, Inc.**

1816 Lackland Hill Parkway, Suite 200  
St. Louis, MO 63146  
Kim Kopff, Director  
Phone: (314) 817-2236  
TTY: (314) 569-2010  
Fax: (314) 569-0778  
Web site: www.slarc.org

### **Springfield Workshop, Inc.**

2835 W. Bennett  
Springfield, MO 65802-5183  
Raymond J. McMenamy,  
General Manager  
Jenny Smith, Supported  
Employment Manager  
Phone: (417) 866-2339  
Fax: (417) 866-6485  
E-mail: swiswork@dialnet.net

### **TMC Behavioral Health Network**

(Formerly Network Rehab Services)  
2211 Charlotte  
Kansas City, MO 64108

John Bluford, CEO/Executive Director  
Marsha Morgan, Chief Operating Officer  
Phone: (816) 467-1400  
Fax: (816) 467-1488  
E-mail: Marsha.Morgan@tmcmed.org  
Web site: www.trumed.org

### **Network Vocational Services**

2600 E. 12th Street  
Kansas City, MO 64127  
Terry Trafton, Director of  
Rehabilitation Services  
Ann Grant, Coordinator of  
Vocational Services  
Phone: (816) 231-1002  
Fax: (816) 482-5754  
E-mail: Terry.Trafton@tmcmed.org  
E-mail: Ann.Grant@tmcmed.org  
Office: voc@ix.netcom.com

### **Network Vocational Services**

1415 McGee  
Kansas City, MO 64106  
Terry Trafton, Director of  
Rehabilitation Services  
Ann Grant, Coordinator of  
Vocational Services  
Phone: (816) 842-2074  
Fax: (816) 482-2091

### **Swope Parkway Health Center**

Network Vocational Services  
3801 Blue Parkway  
Kansas City, MO 64130  
Terry Trafton, Director of  
Rehabilitation Services  
Ann Grant, Coordinator of  
Vocational Services  
Phone: (816) 922-7645, ext. 6449  
Fax: (816) 929-2676  
E-mail: Terry.Trafton@tmcmed.org  
E-mail: Ann.Grant@tmcmed.org  
E-mail: swopevoc@ix.netcom.com

### **Tri-County Mental Health Services, Inc.**

3100 NE 83rd Street, Suite 1001  
Kansas City, MO 64119-9998  
Morty Lebedun, Executive Director  
JoAnn Werner, Director of  
Treatment & Community Services  
DuLane Gash, Employment Specialist  
Phone: (816) 468-0400  
TTY: (816) 468-0144  
Fax: (816) 468-6635  
E-mail: joannw@tri-countymhs.org  
E-mail: dulang@tri-countymhs.org  
Web site: tri-countymhs.org

### **United Cerebral Palsy of Northwest Missouri**

3303 Frederick  
St. Joseph, MO 64506  
Teresa Gagliano, Executive Director  
Phone: (816) 364-3836 or (800) 404-1844

Fax: (816) 390-8546  
E-mail: ucpnwmo@ccp.com  
Web site: www.ccp.com/~ucpnwmo

### **United Cerebral Palsy of Greater St. Louis**

8645 Old Bonhomme Road  
University City, MO 63132-3999  
Richard Forkosh, Executive Director  
Leslie Skeen, Assistant  
Executive Director  
Phone: (314) 994-1600  
Fax: (314) 994-0179  
E-mail: forkoshr@ucpstl.org  
Web site: www.ucpstl.org

### **Unlimited Opportunities, Inc.**

1620 W. Ashley Road  
P.O. Box 239  
Boonville, MO 65233-0239  
Vicki McCarrell, Executive Director  
Carol Ries, SE Manager  
Phone: (660) 882-5576  
TTY: (660) 882-8339  
Fax: (660) 882-7483  
E-mail: carol@uoi.org  
Web site: www.uoi.org

### **Vocational Services, Inc.**

935 S. Kent  
Liberty, MO 64068  
Randy Hylton, Executive Director  
Stephanie Boyd, SE Manager  
Phone: (816) 781-6292  
Fax: (816) 781-8797  
E-mail: stephanie@vsiserve.org  
Web site: vsiserve.org

### **Woodhaven Learning Center**

1405 Hathman Place  
Columbia, MO 65201  
C. Mark Palmer, Executive Director  
Stacy Brown, Program Manager CES  
Phone: (573) 875-6181  
Fax: (573) 876-7303  
E-mail: mpalmer@nbacares.org  
E-mail: stacybrown@nbacares.org

# Counties Served

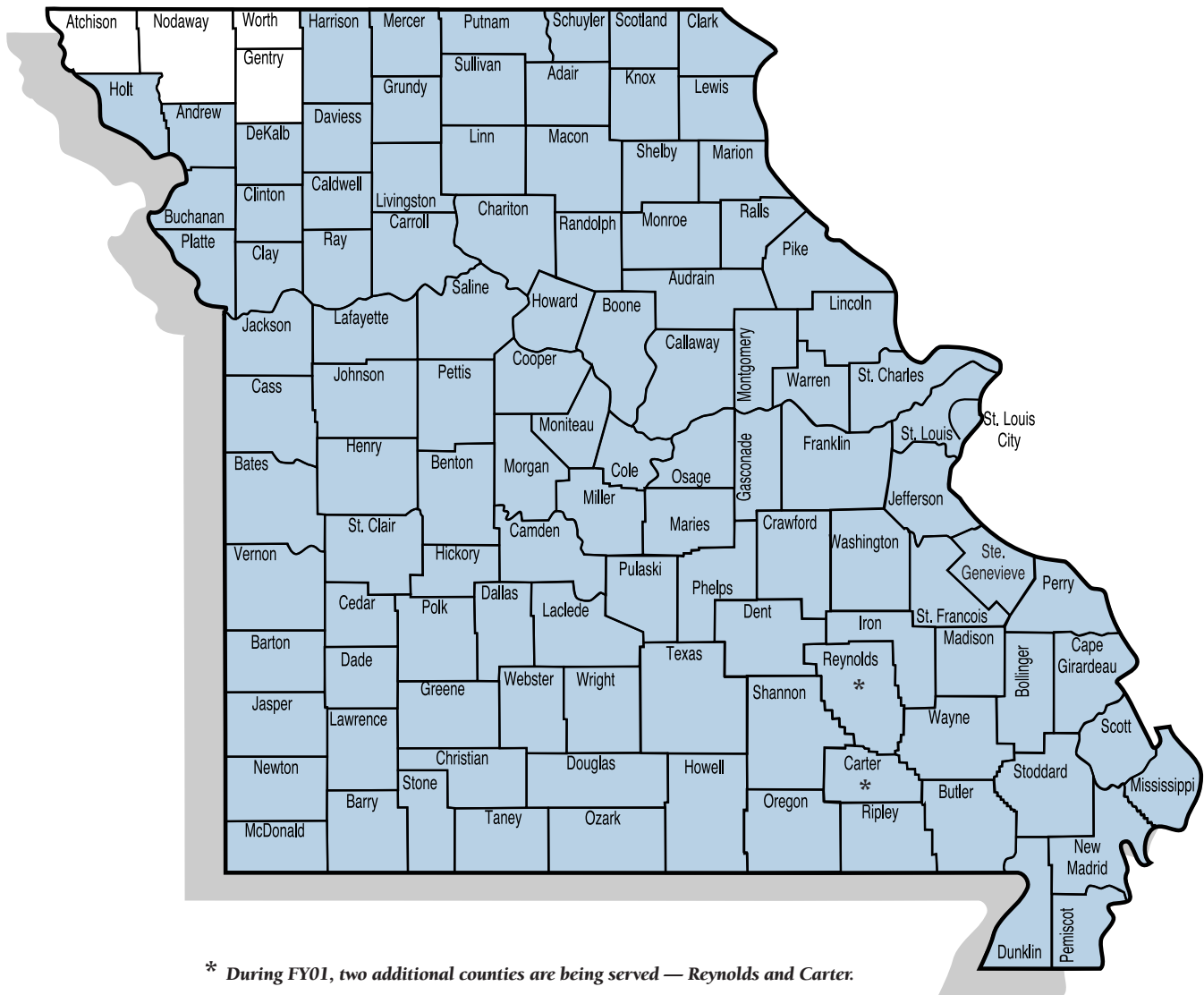
by Supported Employment Service Providers



Served In FY01



Not Served In FY01



# Supported Employment: FY00-FY01 Grants

## Serious and Persistent Mental Illness

(April 1, 2000-March 31, 2001)

	Consumers Served	Consumers Placed	Consumers Completed	Consumers Dropped	Number of Staff Positions	Federal Share	Local Share	Total Amount
<b>Advent Enterprises, Inc.</b> Columbia	113	31	9	43	3	\$ 48,422	\$ 32,281	\$ 80,703
<b>Alternative Opportunities, Inc.</b> Springfield	164	46	23	30	3	\$ 50,009	\$ 33,340	\$ 83,349
<b>Arthur Center</b> Mexico	165	54	17	43	3	\$ 45,405	\$ 30,270	\$ 75,676
<b>Choices for People Center</b> Rolla	30	1	3	12	1	\$ 13,081	\$ 8,721	\$ 21,802
<b>Community Health Plus, BJC Behavioral Health</b> St. Louis	78	10	11	12	2	\$ 38,409	\$ 25,606	\$ 64,015
<b>Crider Center for Mental Health</b> Wentzville	38	7	3	3	1.5	\$ 26,052	\$ 17,368	\$ 43,419
<b>Independence Center</b> St. Louis	49	34	30	11	1.5	\$ 30,290	\$ 20,193	\$ 50,483
<b>Lakes Country Rehabilitation Center</b> Springfield	50	19	6	9	1	\$ 16,670	\$ 11,113	\$ 27,783
<b>Learning Opportunities Quality Works, Inc.</b> Monroe City	60	14	6	5	2	\$ 34,133	\$ 22,756	\$ 56,889
<b>Ozark Valley's Community Services, Inc.</b> Ironton	50	15	8	16	1	\$ 12,600	\$ 8,400	\$ 21,000
<b>Pathways Community Behavioral Healthcare, Inc.</b> Clinton	69	15	9	33	2.5	\$ 42,049	\$ 28,032	\$ 70,081
<b>Research Mental Health Services</b> Lee's Summit	45	12	11	15	1	\$ 17,512	\$ 11,675	\$ 29,187
<b>TMC Behavioral Health Network</b> Kansas City	56	15	7	4	1	\$ 19,335	\$ 12,890	\$ 32,225
<b>Tri-County Mental Health Services, Inc.</b> Kansas City	65	13	11	12	2	\$ 38,309	\$ 25,539	\$ 63,848
<b>GRAND TOTALS</b>	1,032	286	154	248	25.5	\$432,276	\$288,184	\$720,460

# Cooperative School-to-Work Program:

## Participating Schools

Adair Co. R-I  
 Adair Co. R-II  
 Adrian R-III  
 Arcadia Valley R-II  
 Ash Grove R-4  
 Aurora R-VIII (SW Area Career Center)  
 Ava R-I (Ozark Mountain Technical Ctr.)  
 Ballard R-II  
 Baptiste Alternative Day School  
 (Hickman Mills District)  
 Belton High School  
 Benton Co. R-II School  
 Billings R-IV (SW Area Career Center)  
 Bismarck R-V  
 Blue Springs School District  
 Bolivar R-I  
 Boonville R-I  
 Bowling Green R-I  
 Branson High School  
 Breckenridge R-I  
 Brookfield R-III School District  
 Bronaugh R-VII  
 Buchanan Co. R-IV (Platte Valley Coop)  
 Bunker R-III High School  
 Butler R-V School District  
 Cabool R-IV (OMTC)  
 Cairo High School  
 California R-I (Moniteau Co.)  
 Callaway Co. R-III Schools  
 Camden County R-II  
 Camdenton R-III School  
 Cameron R-I (Platte Valley Coop)  
 Canton R-V  
 Cape Girardeau Public Schools  
 Carl Junction R-I High School  
 Carrollton R-VII  
 Carthage R-IX  
 Cass County R-V  
 Cassville R-IV School District  
 Center High School  
 Central R-III  
 Charleston R-I  
 Chillicothe R-II  
 Chillicothe Youth Services  
 Clark County R-I  
 Clearwater R-I  
 Clinton County R-III  
 Cole Camp R-I  
 Cole County R-V School District  
 Cole R-I Schools  
 Cole R-II (Blair Oaks)  
 Columbia School District (4 schools)  
 Community R-VI High School  
 Concordia R-II School  
 (Lex-La Ray Vo-Tech)

Craig R-III High School  
 Crane R-III Schools (SWACC)  
 Crawford Co. R-I  
 Crocker (Pulaski Co. R-IV)  
 Crystal City High School  
 Cuba High School  
 Dallas County R-I  
 DeSoto 73  
 Dexter Public Schools  
 Diamond High School  
 Dixon R-I School  
 Doniphan R-I  
 Dora R-III  
 Drexel R-IV  
 East Buchanan C-I (Platte Valley Coop)  
 East Newton School District  
 ECCC R-II  
 Eldon R-I Administrative Unit  
 El Dorado Springs R-II Schools  
 Elsberry R-II Schools  
 Everton R-III  
 Excelsior Springs High School  
 Exeter High School (SWACC)  
 Fairfax High School  
 Fair Grove School District R-X  
 Fair Play R-II  
 Farmington R-VII  
 Fatima High School  
 Fayette R-III School District  
 Festus R-VI School District  
 Fordland R-III  
 Fort Osage School District  
 Fort Zumwalt North High School  
 Fort Zumwalt South High School  
 Fort Zumwalt West High School  
 Fox School District (Fox High School/  
 Seckman High School)  
 Francis Howell High School  
 Francis Howell Central High School  
 Francis Howell North High School  
 Fredericktown R-I School District  
 Fulton School District #58  
 Gallatin R-V School System  
 Garrison School  
 Gasconade County R-I  
 Gasconade County R-II  
 Grain Valley School District  
 Grand River Technical School  
 Grandview R-II  
 Grandview Individualized Program C-4  
 Green City R-I  
 Greenfield R-IV Schools  
 Green Ridge High School  
 Greenville High School  
 Golden City High School

Halfway High School  
 Hamilton High School  
 Hannibal #60  
 Harrisonville Cass R-IX Schools  
 Henry County R-I  
 Herculaneum High School  
 Hermitage R-IV School  
 Hickman Mills High School  
 Hickory County R-I Schools  
 Hillsboro R-III  
 Holden R-III School District  
 Hollister High School  
 Holt County R-II  
 Hope Life Learning Center  
 Houston R-I  
 Howard County R-II High School  
 Humansville R-IV  
 Hume R-VIII  
 Houston High School  
 Iberia R-V Schools  
 Independence School District  
 Jackson R-II  
 Jasper R-V  
 Jefferson City Public Schools  
 Jefferson High School  
 John F. Hodge High School  
 Joplin High School  
 Kansas City School District  
 Kearney Reorganized School District  
 Keytesville R-III School  
 King City R-I  
 Kirksville R-III  
 Knob Noster R-VIII  
 Knox County R-I  
 Laclede County R-I  
 Lafayette Co. C-1 (Lex La-Ray Vo-Tech)  
 Lakeview Woods State School  
 Lamar High School  
 LaMonte R-IV  
 Laquey High School  
 Lathrop R-II School District  
 Lawson High School  
 Lebanon R-III  
 Lee's Summit School District  
 Lee's Summit North School District  
 Lesterville R-IV  
 Lewis Co. C-1  
 Lexington High School  
 (Lex La-Ray VoTech)  
 Liberal High School  
 Liberty High School  
 Licking R-VII  
 Lockwood R-I  
 Logan-Rogersville School District  
 Lone Jack School District

## Cooperative School-to-Work Program: Participating Schools (continued)

Louisiana R-II  
Lutheran Association for Special Education  
Macon County R-I  
Maries R-II (Belle)  
Marion County R-II  
Marion County Early R-V  
Marionville R-IX (SWACC)  
Marshall Public Schools  
Marshfield R-I School District  
Maryville R-II Schools  
Maysville R-I (Platte Valley Coop)  
McDonald County High School  
Meadow Heights R-II  
Meramec Valley R-III  
Mexico High School  
Miami R-I High School  
Mid Buchanan R-V (Platte Valley Coop)  
Milan C-2  
Miller R-II Schools (SWACC)  
Miller County R-III  
Missouri School for the Deaf  
Moberly High School  
Monett R-I School District  
Moniteau County C-1  
Monroe City R-I  
Morgan County R-I  
Morgan County R-II  
Mountain Grove R-III (Ozark Mountain Tech. Center)  
Mount Vernon R-V Schools (Southwest Area CC)  
Mountain View-Birch Tree R-III  
Naylor R-II School  
Neelyville R-IV Schools  
Neosho R-V School District  
Nevada R-V School District  
Newburg R-II  
New Franklin R-I School District  
New Haven School District #38  
New Madrid County R-I  
Nixa R-II Schools  
Nodaway Holt R-VII School District  
North Callaway R-I  
North Daviess R-III  
Northeast Vernon Co. R-I  
Northwest R-I School District  
North Harrison R-III School District  
North Kansas City School District (3 High Schools)  
North Mercer R-III School  
North Platte R-I (Platte Valley Education Cooperative)  
North St. Francis County R-I  
Northwood School  
Norwood R-I (Ozark Mtn. Tech. Center)  
Oak Grove School District  
Odessa R-VIII High School  
Orchard Farm  
Osage Co. R-II High School  
Otterville R-VI

Ozark High School  
Palmyra R-I  
Paris R-II  
Park Hill School District  
Pemiscot Special School District (7 schools)  
Penney High School  
Perryville Senior High School  
Pierce City R-VI (SWACC)  
Pike County R-III  
Pilot Grove C-4 School District  
Platte County R-III (Platte Valley Education Cooperative)  
Pleasant Hill R-III  
Pleasant Hope R-VI School District  
Poplar Bluff R-I  
Potosi R-III  
Prairie Home R-V  
Pulaski Co. R-IV Schools  
Purdy High School (SWACC)  
Putnam County R-I Schools  
Puxico R-VIII High School  
Raymore Peculiar School District  
Raytown School District (RHS,RSHS, Ed. Center)  
Reeds Spring R-IV School District  
Republic Public Schools  
Rich Hill R-IV School District  
Richland R-I School District  
Richmond R-XVI High School  
Ridgeway High School  
Rock Port R-II School  
Rolla High School  
Ruskin High School  
St. Louis City Public Schools (3 Schools)  
St. Louis City Public Schools (2 Schools)  
St. Louis City Public Schools (CAJT)  
St. Louis City Public Schools (4 Schools)  
St. Louis Special School District (Career Training Program)  
St. Louis Special School District (Maplewood High School)  
St. Louis Special School District (Pattonville)  
St. Louis Special School District (Ritenour)  
St. Louis Special School District (Webster Groves)  
Salem R-80 School  
Salisbury R-IV High School  
Sarcoxie R-II School District  
Savannah High School  
School of the Osage  
Schuyler Co. R-I  
Scott City R-I Schools  
Scott County R-II Schools  
Scott County R-IV Schools  
Seneca High School  
Seymour R-III (Ozark Mt. Tech. Center)  
Shelby County C-1  
Shelby County R-IV

Sheldon R-VIII School  
Sherwood Cass R-VII  
Sikeston R-VI Schools  
Smith-Cotton High School  
Smithton School District R-VI  
Smithville R-II School District  
South Callaway R-II  
South Harrison R-II  
South Holt R-I  
South Nodaway High  
Southern Boone Co. R-I School  
Southwest High School  
Southwest Washburn High School (SWACC)  
Spokane High School  
Springfield R-XII School District  
St. Charles R-VI (Includes SCHS and SCW)  
St. Clair High School  
St. Genevieve Co. R-II  
St. Joseph School District  
Steelville High School  
Stockton R-I School District  
Strafford R-VI School District  
Sullivan High School  
Summersville R-II Schools  
Sweet Springs R-VII  
Tarkio High School  
Thayer R-II Schools  
Tina Avalon R-II School  
Trenton R-IX  
Tri-County R-VII School  
Troy Buchanan High School  
Twin Rivers R-X  
Union R-XI  
Union Star R-II  
Van-Fair R-I High School  
Verona R-VII Schools (SWACC)  
Vienna High School (Maries Co. R-I)  
Walnut Grove High School  
Warren County R-III School  
Warrensburg R-VI School District  
Warsaw R-IX Schools  
Washington High School  
Waynesville High School  
Webb City High School  
Wentzville Holt High School  
West Plains R-VIII  
West Platte R-II High School  
West Tech. Special School District  
Wheaton High School (SWACC)  
Willard Public Schools  
Willow Springs R-IV Schools  
Windsor High School  
Woodland R-IV  
Worth Co. R-III  
Wright City R-II  
Wyaconda C-1

# Vocational Rehabilitation Offices

**Cape Girardeau VR**

3102 Blattner Drive, Suite 103  
Cape Girardeau, MO 63703-2125  
Phone: (573) 290-5788  
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Toll free: (877) 702-9883  
TTY: (573) 290-5385  
Ron Parker, Supervisor

**Central Office VR**

3024 Dupont Circle  
Jefferson City, MO 65109  
Phone: (573) 751-3251  
Fax: (573) 751-1441  
Toll free: (877) 222-8963  
TTY: (573) 751-0881  
Ron Vessell, Assistant Commissioner

**Chillicothe VR**

603 W. Mohawk Road  
Chillicothe, MO 64601-3000  
Phone: (660) 646-1542  
Fax: (660) 646-9741  
Thomas Wilson, Supervisor

**Columbia VR**

1500 Vandiver Drive, Suite 111  
Columbia, MO 65202-1563  
Phone: (573) 882-9110  
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TTY: (573) 882-9117  
Duane Shumate, Supervisor

**Farmington VR**

800 Progress Drive  
P.O. Box 230 (63640-0230)  
Farmington, MO 63640-9157  
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Fax: (573) 218-6107  
Toll free: (800) 640-7110  
TTY: (573) 218-6119  
Mike Burch, Supervisor

**Hannibal VR**

112 Jaycee Drive  
Hannibal, MO 63401-2275  
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Fax: (573) 248-2409  
Toll free: (877) 222-8960  
Jo Moncrief, Supervisor

**Kansas City East VR**

243 NW Executive Way  
Lee's Summit, MO 64063  
Phone: (816) 622-0600  
Fax: (816) 622-0610  
Jay Robertson, Supervisor

**Jefferson City VR**

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Jefferson City, MO 65109  
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Fax: (573) 526-4474  
Neil Harms, Supervisor

**Joplin VR**

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Joplin, MO 64804-0922  
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Tony Logan, Supervisor

**Kansas City Downtown VR**

615 E. 13<sup>th</sup> Street, Room G-3  
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Fax: (816) 889-2586  
Larry Allen, Supervisor

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TTY: (816) 467-7922  
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Fax: (816) 889-3806  
John Ryan, Supervisor

**Kansas City Transition VR**

243 NW Executive Way  
Lee's Summit, MO 64063  
Phone: (816) 622-0611  
Fax: (816) 622-0618  
Brenda Simmons, Supervisor

**Kirkville VR**

1412 N. Osteopathy, Suite B  
Kirkville, MO 63501-3581  
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Fax: (660) 785-2552  
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Raymond Drake, Supervisor

**Poplar Bluff VR**

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Donna Knodell, Supervisor

**Rolla VR**

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Earl Brown, Supervisor

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Ted Cox, Supervisor

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Charles Salveter, Supervisor

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Melissa Steele-Lufcy, Supervisor

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Otis Pitts, Supervisor

**St. Joseph VR**

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Yvonne Wright, Supervisor

## Vocational Rehabilitation Offices (continued)

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Sam Townsend, Supervisor

### **St. Louis South VR**

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### **St. Louis Transition VR**

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### **Workforce Development Center**

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Dyann Green, Supervisor